

Maintenance and Service Guide

Compaq Presario Internet PC 5000 Series Computers

Models: 5WV210, 5WV230, 5WV232, 5WV233, 5WV235, 5WV236, 5WV237, 5WV250, 5WV251, 5WV252, 5WV253, 5WV254, 5WV255, 5WV256, 5WV257, 5WV260, 5WV261, 5WV270, 5WV271, 5WV272, 5WV275, 5WV277, 5WV280, 5WV282, 5WV283, 5WV284, 5WV285, 5WV287, 5WV289, 5WV290, 5WV293, 5WV294, 5WV295, 5WV296, 5WV297

PRODUCT DESCRIPTION

TROUBLESHOOTING

ILLUSTRATED PARTS CATALOG

REMOVAL AND REPLACEMENT
PROCEDURES

JUMPER AND SWITCH
INFORMATION

SPECIFICATIONS



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CD-RW DRIVE

CD or DVD Drive/ CD-RW Drive

[DISK DRIVE](#)

Please select a drive to view specifications:

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CD Drive		
Dimensions	U.S.	Metric
Width	in	cm
Height	in	cm
Depth	in	cm
Weight	lb	kg

Modes Supported

CD-ROM	Mode 1 and Mode 2	
CD-DA	Audio	
CD-XA	Mode 2, Form 1 and 2	
Photo CD	Multiple Session	
Video-CDI	Multiple Session	
CD-Plus/CD-Extra/CD	Multiple Session	
Enhanced		

CD-RW	Multiple Session	
Block Size		
CD-ROM	2048 bytes	
Mode 1 and Mode 2 Form 1 (XA)		
CD-ROM Mode 2	2336 bytes	
CD-DA	2324 bytes	
CD-XA	2324 bytes	
Center Hole	1.5 mm diameter	
Diameter	120 mm/80mm	
Thickness	1.2mm	
Track Pitch	1.6 μ m	
Access Time		
Random		
Full Stroke		
Audio Output Level		
Line Out	0.7 Vrms \pm 20%	
Headphone	0.6 Vrms \pm 20%	
Cache Buffer	256 KB	
Data Transfer Rate		
	Mode 1	Mode 2
Sustained	4800 KB/sec	5475 KB/sec
	KB.sec (32x)	KB/sec (32x)
Burst	MB/sec	MB/sec
Startup Time	< 5 sec	
Stop Time	< 5 sec	

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DVD Drive		
Dimensions	U.S.	Metric
Width	in	cm
Height	in	cm
Depth	in	cm
Weight	lb	kg
Modes Supported		
Block Size		
Center Hole		
Diameter		
Thickness		
Track Pitch		
Access Time		
Random		
Full Stroke		
Audio Output Level		
Line Out		
Headphone		
Cache Buffer		
Data Transfer Rate		
Sustained		
Burst		
Startup Time		
Stop Time		

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CD-RW Drive		
Dimensions	U.S.	Metric
Width	in	cm
Height	in	cm
Depth	in	cm
Weight	lb	kg
Modes Supported		
CD-ROM	Mode 1 and Mode 2	
CD-DA	Audio	
CD-XA	Mode 2, Form 1 and 2	
Photo CD	Multiple Session	
Video-CDI	Multiple Session	
CD-Plus/CD-Extra/CD	Multiple Session	
Enhanced		
CD-RW	Multiple Session	
Block Size		
CD-ROM	2048 bytes	
Mode 1 and Mode 2 Form 1 (XA)		
CD-ROM Mode 2	2336 bytes	
CD-DA	2324 bytes	
CD-XA	2324 bytes	
Center HOle	1.5 mm diameter	
Diameter	120 mm/80mm	
Thickness	1.2 mm	
Track Pitch	1.6µm	

Access Time		
Random	< 95 ms	
Full Stroke	< 190 ms	
Audio Output Level		
Line Out	0.7 Vrms ±20%	
Headphone	0.6 Vrms ±20%	
Cache Buffer	256 KB	
Data Transfer Rate		
	Mode 1	Mode 2
Sustained	4800 KB/sec	5475 KB/sec
	KB/sec (32x)	KB/sec (32x)
Burst	MB/sec	MB/sec
Startup Time	< 5 sec	
Stop Time	< 5 sec	

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Spare Part Description		Spare Part No.
1	CD, CD-RW, and DVD Drive	
	CD-RW Drive 4x4x32 Quartz Models: 5WV233, 5WV236, 5WV253, 5WV254, 5WV257, 5WV275	191162-001
	CD-ROM Drive 40x Quartz Models: 5WV230, 5WV232, 5WV233, 5WV235, 5WV252, 5WV253, 5WV254, 5WV257, 5WV270, 5WV277	191160-001
	DVD Drive 10x Models: 5WV257, 5WV275, 5WV283, 5WV287, 5WV293, 5WV295, 5WV271, 5WV282, 5WV285, 5WV290, 5WV293, 5WV294, 5WV295, 5WV297,	196748-001

2	ZIP Drive	
	ZIP Drive Quartz 100-GB All Models	191167-001
3	Hard Drives	
	10.0GB 5400 Models: 5WV230, 5WV237	197797-001
	20.0GB 5400 Models: 5WV210, 5WV232, 5WV233, 5WV251, 5WV254, 5WV255, 5WV257, 5WV270, 5WV275, 5WV271, 5WV280, 5WV282, 5WV287, 5WV295	197799-001
	30.0GB 5400 Models: 5WV253, 5WV280, 5WV283, 5WV290	168628-001
	40.0GB 5400 Models: 5WV283, 5WV285, 5WV290, 5WV293, 5WV294, 5WV297	173342-001
	60.0GB 5400 Model: 5WV295	201527-001
4	Disk Drive	
	1.44-MB Disk Drive Quartz All Models	191168-001

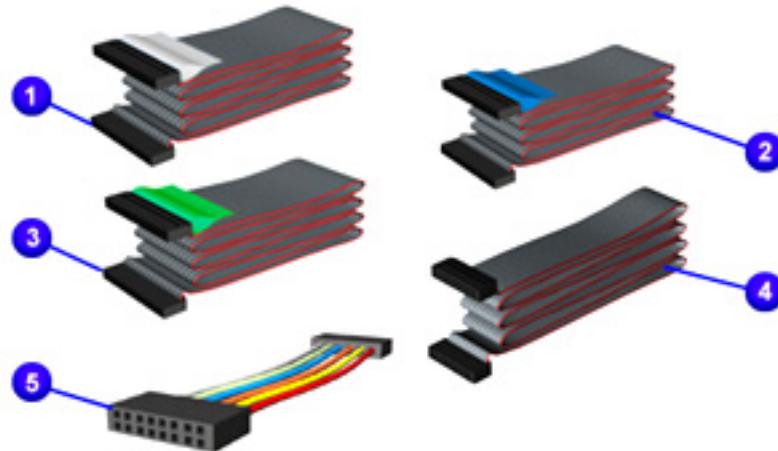
NOTE	The computer serial number should be provided to Compaq whenever requesting information or ordering spare parts.
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Cables

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	Spare Part Description	Spare Part No.
1	CD/DVD Drive Cable	209863-001
2	Hard Drive Cable	209865-001
3	1.44-MB Disk Drive Cable	209864-001
4	USB Data Cable	202405-001
5	Board Cable	202458-001
	Not Pictured	
	Dual Conn Cable	202456-001
	CD Audio Cable (18-inch)	174773-001

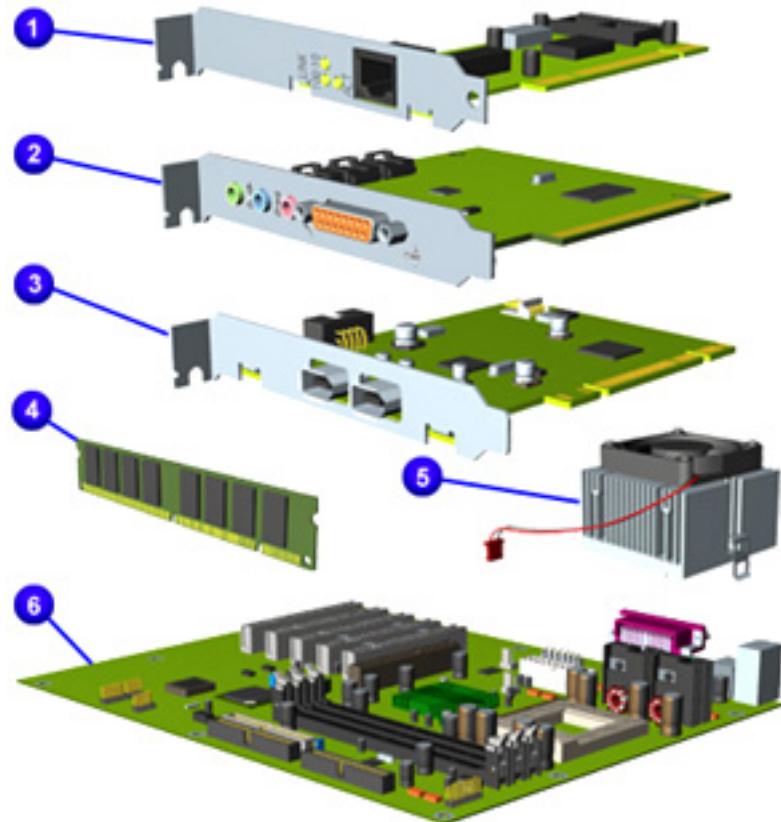
	IDE Cable	202457-001
	RJ11 Modem Cable	198220-001
	Telephone Line	137256-001

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Standard and Optional Boards

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Spare Part Description		Spare Part No.
Standard and Optional Boards		
1	Network Interface Card (NIC) 10/100 Models: 5WV230, 5WV290	157045-001
2	Sound Card	
3	1394 Card	
4	Memory Module	
	64-MB 100 MHz Memory Module DIMM Models: 5WV210, 5WV230, 5WV233, 5WV235, 5WV236, 5WV237, 5WV251, 5WV253, 5WV254, 5WV257, 5WV270, 5WV271, 5WV275, 5WV287, 5WV295	179190-001
	PC 133 128-MB Memory Module SDIMM Models: 5WV280, 5WV283, 5WV290, 5WV293, 5WV295, 5WV296, 5WV297	170081-001
5	Microprocessor/Heatsink Assembly	
	650 MHz Processor Models: 5WV210, 5WV230, 5WV232, 5WV233, 5WV235, 5WV236, 5WV237	214549-001
	700 MHz Processor Model: 5WV253	214546-001
	700 MHz Processor Models: 5WV251, 5WV252, 5WV253, 5WV254, 5WV257	214550-001
	750 MHz Processor Models: 5WV257, 5WV270, 5WV271, 5WV272, 5WV275, 5WV277, 5WV295,	197611-001
	850 MHz Processor Models: 5WV287, 5WV296	217157-001
	900 MHz Processor Models: 5WV285, 5WV293, 5WV294	200404-001
	950 MHz Processor Model: 5WV297	214547-001

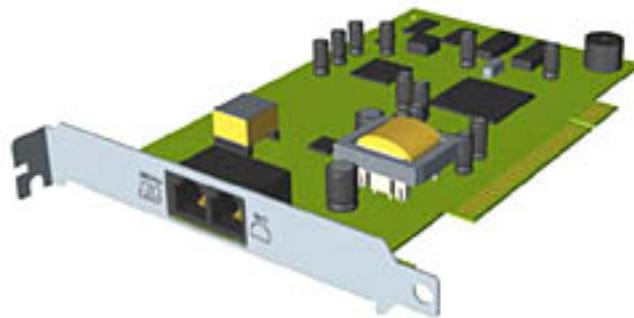
	1GHz Processor Models: 5WV282, 5WV290, 5WV293, 5WV295,	200405-001
6	System Board	
	System Board w/o processor	217155-001
Parts Not Shown		
	Graphics Card	
	8M Graphics Board Models: 5WV210, 5WV230, 5WV232, 5WV233, 5WV235, 5WV236, 5WV237, 5WV251, 5WV254, 5WV253, 5WV254, 5WV257, 5WV270, 5WV271, 5WV275, 5WV280, 5WV282, 5WV283, 5WV285, 5WV287, 5WV290, 5WV293, 5WV295, 5WV296, 5WV297	201827-001
	M64/ 16MB Graphics Board (No TV) Models: N/A	182757-001
	M64/ 16MB Graphics Board (TV Out) Models: 5WV257, 5WV275, 5WV293	182758-001
	NVID M64 32MB Graphics Board (TV Out) Models: 5WV287, 5WV290, 5WV295	192068-001
	NVID M64 32MB Graphics Board (No TV) Models: 5WV295	203280-001

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Fax/Modem

[STANDARD AND
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Spare Part Description	Spare Part No.
56K Modem - Latin America Excluded Models: 5WV230, 5WV233, 5WV251, 5WV252, 5WV253, 5WV254, 5WV257, 5WV270, 5WV271, 5WV277, 5WV280, 5WV282, 5WV283, 5WV287, 5WV290, 5WV293, 5WV294, 5WV295, 5WV296	166386-002
V.90 INTL CNXNT Modem Models: 5WV230, 5WV233, 5WV235, 5WV236, 5WV237, 5WV254, 5WV257, 5WV270, 5WV275, 5WV287, 5WV290, 5WV295	166385-002
56K CNTLS Modem Models: N/A	128384-001
Modem Adapters	
Modem Adapters-International	198293-002
Modem Adapters-Sweden	198294-111

Adapters	
RJ11 P55 Adapter	316920-331
RJ11 P55 Adapter (Sweden)	316904-101
RJ11 Adapter (Finland)	304398-351
RJ11 Adapter	304398-181
RJ11 Adapter	316904-081
RJ11 Adapter	304398-051
RJ11 Adapter	304398-011
RJ11 Adapter	158593-031
RJ11 Adapter	316904-061
PTT/ RJ11 Adapter	158593-031

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Keyboards

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Spare Part Description	Spare Part Number
USB Internet Keyboard (US)	180190-007
USB Internet Keyboard (UK)	180190-037
USB Internet Keyboard (France)	180190-057
USB Internet Keyboard (Italy)	180190-067
USB Internet Keyboard (Spain)	180190-077
USB Internet Keyboard (Denmark)	180190-087
USB Internet Keyboard (Norway)	180190-097

USB Internet Keyboard (Sweden)	180190-107
USB Internet Keyboard (Switzerland)	180190-177
USB Internet Keyboard (Latin America)	180190-167
USB Internet Keyboard (Belgium)	180190-187
USB Internet Keyboard (Brazil)	180190-207
USB Internet Keyboard (Thailand)	180190-287
USB Internet Keyboard (Finland)	180190-357
USB Internet Keyboard (China)	180190-AB7
USB Internet Keyboard (International)	180190-B37

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Miscellaneous Parts

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Spare Part Description	Spare Part No.
Chassis Assembly w/ Side Panel	215281-001
5.25 Inch Drive Rails (left/right side)	210830-001
3.5 Inch Drive Rails (left/ right side)	199353-001
Front Bezel Assembly	215279-001
(2) Hard Drive Bracket (4 Screws)	195413-001
Trim Ring (Top Door)	202398-001
Access Door	202399-001
Power Switch w/ Holder	199354-001
Plastic Kit	163345-001

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CD-RW DRIVE](#)

Disk Drive

[DISK DRIVE](#)

Disk Drive

[FAX/MODEM](#)

Disk	
Size (in)	3.5 (8.89 cm)
High Density	1.44
Light	Green
Height	One-third
Bytes per Sector	512
Sectors per Track	
High Density	80
Tracks per Side	
High Density	80
Low Density	80
Rotational Speed	300 RPM
Read/Write Heads	2
Average Seek Time (ms)	
Track-to-Track	3
Setting Time	15 (Max)

[POWER SUPPLY
ASSEMBLY](#)[SYSTEM BOARD](#)

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CD-RW DRIVE](#)[DISK DRIVE](#)[FAX/MODEM](#)[POWER SUPPLY
ASSEMBLY](#)[SYSTEM BOARD](#)

Fax/Modem

Fax/Modem	
General Description	
Support	<p>Supports K56flex and/or ITU-T V.90 14400bps send and receive fax modem with automatic fallback to 12000, 9600, 7200, 4800, and 2400bps.</p> <p>Support fax service Class 1 (EIA/TIA 578). Support V.80 video ready modem. Built-in DTE interface with speed up to 115.2kbps or 57.6kbps, parallel 16550a UART-compatible interface.</p> <p>Power Management Registers to PCI Interface.</p>
Data Mode	<p>K56flex and/or ITU-T V.90 56kbps/s for highest Internet connection rates</p> <p>Ultrahigh compression throughput due to parallel access directly to the host PC.</p> <p>ITU-T V.34 extended rates 33600bps to 2400bps.</p> <p>V.32terbo, V.32bis and fallbacks.</p> <p>TIA/EIA 602 standard for AT command set.</p> <p>V.42 error correction (LAM and MNP).</p> <p>V.42bis and MNP Class 5 data compression.</p>
Fax Mode	<p>Fax modem send and receive rates up to 14400bps</p> <p>* V.17, V.29, V.27ter, and V.21 channel 2 * TIA/EIA 578 Class 1 FAX</p>
Error Correction	<p>ITU-T recommended V.42 error correction.</p> <p>V.42 error correction (LAM and MNP).</p>

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Power Supply Assembly

[DISK DRIVE](#)

Power Supply Assembly

[FAX/MODEM](#)

U.S.

[POWER SUPPLY
ASSEMBLY](#)

Input Specifications	
Nominal Line Voltage	115 to 230 VAC
Range Input Line	90 to 264 VAC
Frequency Range	47 to 63 Hz AC
Input Current	115V 3.00 AMPS
Input Current	4.5 RMS@Max Load
Output Power	145 Watts
Inrush Current	80 A at 132 VAC (cold start)
Holdup Time	16 ms from zero
Environment	Temperature Range
Operating	10 to +50 C
Non-Operating	-40 to +66 C

[SYSTEM BOARD](#)

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System Board

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SYSTEM BOARD

General System Specifications

Dimensions	Information Not Available	
	Height	in
	Length	in
	Width	in
Weight		
Input Requirements		
	Nominal Line Voltage	115/230 VAC
	Range Line Voltage	90-132 VAC, 180-264 VAC
	Line Frequency	47-63 HZ
	Input Current	4.5A RMS @ Max Load
Power (watts)		
	Steady State	145W
Environmental Requirements		
Temperature		

Operating	50° to 95° F	10° to 35° C
Shipping	-4° to 140° F	-20° to 60° C
Humidity (noncondensing)		
Operating	8% to 90%	8% to 90%
Nonoperating	5% to 95%	5% to 95%
Maximum Altitude (unpressurized)		
Operating	10,000 ft	3048 m
Nonoperating	30,000 ft	9144 m

System Interrupts

Hardware IRQ	System Function	
IRQ 0	System Timer	
IRQ 1	Motherboard Resources	
IRQ 2	Programmable Interrupt Controller	
IRQ 3	ACPI IRQ Holder for PCI IRQ Steerring	
IRQ 3	Intel (r) 810e Chipset Graphics Driver (DC133 FSB133) 4.11.01.1321	
IRQ 4	Motherboard Resources	
IRQ 5	Intel (r) 82801AA SMBus Controller	
IRQ 5	SoundMAX Integrated Digital Audio	
IRQ 5	ACPI IRQ Holder for PCI IRQ Steerring	
IRQ 6	Standard Floppy Disk Controller	
IRQ 8	System CMOS/real time clock	
IRQ 9	SCI IRQ used by ACPI bus	
IRQ 11	ACPI IRQ Holder for PCI IRQ Steerring	

IRQ 11	ACPI IRQ Holder for PCI IRQ Steering	
IRQ 11	Texas Instruments OHCI IEEE 1394 Host Controller	
IRQ 11	Intel (r) 82801AA USB Universal Host Controller	
IRQ 12	Motherboard Resources	
IRQ 13	Numeric Data Processor	
IRQ 14	Primary IDE Controller (dual fifo)	
IRQ 14	Intel (r) 82801AA Ultra ATA Controller	
IRQ 15	Secondary IDE Controller (dual fifo)	
IRQ 15	Intel (r) 82801AA Ultra ATA Controller	
Humidity	Non Condensing	
Operating	20% to 90% RH	
Storage	5% to 95% RH	

System I/O

I/O Address (Hex)	System Function (Shipping Configuration)	
0000h-000Fh	Direct Memory Access Controller	
0010h-001fh	Motherboard Resources	
0020h-003fh	Programmable Interrupt Controller	
004h-0043h	System Timer	
004E-004fh	Motherboard Resources	
0050h-0052h	Motherboard Resources	
0060h-0060h	Motherboard Resources	
0061h-0061h	System Speaker	
0064h-0064h	Motherboard Resources	

0070h-0071h	System CMOS/real time clock	
0072h-0077h	Motherboard Resources	
0080h-008fh	Direct Memory Access Controller	
0090h-009fh	Motherboard Resources	
00A0h-00Bfh	Programmable Interrupt Controller	
00C0h-00Dfh	Direct Memory Access Controller	
00F0h-00FFh	Numeric Data Processor	
0170h-0177h	Secondary IDE Controller (dual fifo)	
0170h-0177h	Intel(r) 82801AA Ultra ATA Controller	
01F0h-01F7h	Intel(r) 82801AA Ultra ATA Controller	
01F0h-01F7h	Primary IDE controller (dual fifo)	
0376h-0376h	Intel(r) 82801AA Ultra ATA Controller	
0376h-0376h	Secondary IDE controller (dual fifo)	
0390h-0397h	Motherboard resources	
03B0h-03BBh	Intel(R) 810e Chipset Graphics Driver (DC133 FSB133) 4.11.01.	
03C0h-03DFh	Intel(R) 810e Chipset Graphics Driver (DC133 FSB133) 4.11.01.	
03F0h-03F5h	Standard Floppy Disk Controller	
03F6h-03F6h	Primary IDE controller (dual fifo)	
03F6h-03F6h	Intel(r) 82801AA Ultra ATA Controller	
0400h-047Fh	Motherboard resources	

04D0h-04D1h	Motherboard resources	
0CF8h-0CFFh	PCI bus	
2000h-20FFh	SoundMAX Integrated Digital Audio	
2400h-243Fh	SoundMAX Integrated Digital Audio	
2460h-246Fh	Intel(r) 82801AA Ultra ATA Controller	
2460h-2467h	Primary IDE controller (dual fifo)	
2468h-246Fh	Secondary IDE controller (dual fifo)	
EE00h-EE7Fh	Motherboard resources	
EE80h-EEBFh	Motherboard resources	
EEC0h-EEDFh	Intel(r) 82801AA USB Universal Host Controller	
EEE0h-EEEFh	Intel(r) 82801AA SMBus Controller	

System Memory

Memory Address	System Function	
00000000h-0009FFFFh	System board extension for ACPI BIOS	
000A0000h-000AFFFFh	Intel(R) 810e Chipset Graphics Driver (DC133 FSB133)	
000B0000h-000BFFFFh	Intel(R) 810e Chipset Graphics Driver (DC133 FSB133)	
000E0000h-000FFFFFh	System board extension for ACPI BIOS	
00100000h-07FFFFFFh	System board extension for ACPI BIOS	
40000000h-40003FFFh	Texas Instruments OHCI IEEE 1394 Host Controller	
40000000h-403FFFFFFh	Intel(r) 82801AA PCI Bridge	

40300000h-403007FFh	Texas Instruments OHCI IEEE 1394 Host Controller	
40400000h-4047FFFFh	Intel(R) 810e Chipset Graphics Driver (DC133 FSB133)	
44000000h-47FFFFFFh	Intel(R) 810e Chipset Graphics Driver (DC133 FSB133)	
FFB80000h-FFBFFFFFFh	System board extension for ACPI BIOS	
FFF80000h-FFFFFFFFFh	System board extension for ACPI BIOS	
System DMA		
Hardware	System Function (Default)	
DMA 2	Standard Floppy Disk Controller	
DMA 4	Direct Memory Access Controller	

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Hard Drives

Compaq Computer Corporation uses IDE hard disk drives that conform to two different device I/O implementations. These are Conner mode and ATA-compatible mode. These two modes are incompatible with one another.

Important

Jumper settings are shown on top of the hard drives.

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CD and DVD Drive	
Optical Device Type	CD
Optical Device Speed	X
Optical Device Transfer Rate	2500 - 6000KB/s
Interface	ATAPI
Transport Type	Tray Load

CD-RW Drive

Optical Device Type	CD-RW
Device Recording Speed	2X Max
Device ReWrite Speed	2X Max
Device CD Read Speed	24X Max
Storage Capacity: Data	650 MB
Storage Capacity: Music	74 Minutes
Interface	EIDE/ATAPI
Transport Type	Tray Load

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External System Board Connectors

[HARD DRIVES](#)[CD AND DVD
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Function	Description
Keyboard	USB
Mouse	Miniature 6-Pin
Parallel	DSUB 25-Pin
Serial	DSUB 9-Pin
Video	15-Pin VGA
Rear USB Ports	Dual high USB
Microphone In	Mini Stereo
Line In	Mini Stereo
Line Out	Mini Stereo

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SYSTEM BOARD

Internal System Board Connectors

[HARD DRIVES](#)
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Function	Description
DIMM Sockets (3)	168-Pin DIMM
PCI Slots (5)	32 Bit PCI Connector
Clear CMOS	3-Pin Header
USB front I/O connector	10-Pin 0.1 in Connector
Sleep Button & LEDs	2x10 Pin Header
Battery Socket	2-Pin Socket
CD-ROM Audio (2)	4-Pin Header, Key 2
IDE Drives (2)	40-Pin Headers, Key 20
Disk Drive	34-Pin Header
Internal Fans (2)	3-Pin Intel Standard
Power Supply	20-Pin ATX power supply connector

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DISK DRIVE

REMOVING THE TOP
DOOR

REMOVING THE CD
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(Lower Front Panel -
Open the CD Storage
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OPTICAL AND MASS
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(CD, CD-RW and/or

Electrostatic Discharge (Return to Service Considerations)

A sudden discharge of static electricity from a finger or other conductor can destroy static-sensitive devices or microcircuitry. Often the spark is neither felt nor heard, but damage occurs. An electronic device exposed to electrostatic discharge (ESD) may not be affected at all and will work perfectly throughout a normal cycle. Or it may function normally for a while, then degrade in the internal layers, reducing its life expectancy.

Networks built into many integrated circuits provide some protection, but in many cases, the discharge contains enough power to alter device parameters or melt silicon junctions.

Generating Static

The table below shows the different amounts of static electricity generated by different activities.

Relative Humidity			
Event	10%	40%	55%
Walking across carpet	35,000 V	15,000 V	7,500 V
Walking across vinyl floor	12,000 V	5,000 V	3,000 V
Motions of bench worker	6,000 V	800 V	400V
Removing DIPS from plastic tubes	2,000 V	700 V	400 V
Removing DIPS from vinyl trays	11,500 V	4,000 V	2,000 V

DVD Drive, Hard Drive,
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Removing DIPS from Styrofoam	14,500 V	5,000 V	3,500 V
Removing bubble pack from PCBs	26,000 V	20,000 V	7,000 V
Packing PCBs in foam-lined box	21,000 V	11,000 V	5,000 V
NOTE: 700 volts can degrade a product			

Preventing Electrostatic Damage to Equipment

Many electronic components are sensitive to ESD. Circuitry design and structure determine the degree of sensitivity. The following proper packaging and grounding precautions are necessary to prevent damage:

1. Protect all electrostatic parts and assemblies with conductive or approved containers or packaging.
2. Keep electrostatic sensitive parts in their containers until they arrive at static-free stations.
3. Place items on a grounded surface before removing them from their container.
4. Always be properly grounded when touching a sensitive component or assembly.
5. Place reusable electrostatic-sensitive parts from assemblies in protective packaging or conductive foam.

Use transporters and conveyors made of antistatic belts and metal roller bushings. Mechanized equipment used for moving materials must be wired to ground the proper materials selected to avoid static charging. When grounding is not possible, use an ionizer to dissipate electric charges.

Preventing Damage to Drives

To prevent static damage to hard drives, use the following precautions.

1. Handle drives gently, using static-guarding techniques.
2. Store drives in the original shipping containers.
3. Avoid dropping drives from any height onto any surface.
4. Handle drives on surfaces that have at least one inch of shock-proof foam.

5. Always place drives PCB assembly side down on the foam.

Grounding Methods

The method for ground must include a wrist strap or a foot strap at a grounded workstation. When seated, wear a wrist strap connected to a grounded system. When standing, use footstraps and a grounded floor mat.

Static-Shielding Protection Levels			
Method	Antistatic Plastic	Carbon-Loaded Plastic	Metallized Laminate
Voltages	1,500	7,500	15,000

Grounding Workstations

To prevent static damage at the workstation, use the following precautions:

1. Cover the workstation with approved static-dissipative material. Provide a wrist strap connected to the work surface and properly grounded tools and equipment.
2. Use static-dissipative mats, heel straps, or air ionizers to give added protection.
3. Handle electrostatic sensitive components, parts, and assemblies by the case or PCB laminate. Handle them only at static-free workstations.
4. Avoid contact with pins, leads, or circuitry.
5. Turn off power and input signals before inserting and removing connectors or test equipment.
6. Use fixtures made of static-safe materials when fixtures must directly contact dissipative surfaces.
7. Keep work area free of nonconductive materials such as ordinary plastic assembly aides and Styrofoam.
8. Use field service tools, such as cutters, screwdrivers, and vacuums, that are conductive.
9. Use a portable field service kit with a static dissipative vinyl pouch that folds out of a work mat. Also use a wrist strap and a ground cord for the work surface. Ground the cord to the chassis of the equipment undergoing test or repair.

Ground Equipment

Use the following equipment to prevent static electricity damage to the equipment:

Wrist Straps are flexible straps with a minimum of 1 megohm plus or minus 10% resistance to the ground cords. To provide proper ground, a strap must be worn snug against the skin. On grounded mats without banana-plug connectors, connect a wrist strap with alligator clips.

Heelstraps/Toestraps/Bootstraps can be used at standing workstations and are compatible with most types of boots and shoes. On conductive floors or dissipative floor mats, use them on both feet with a minimum of 1 megohm resistance between operator and ground. To be effective, the conductive strips must be worn in contact with the skin.

Recommended Materials and Equipment

Other materials and equipment that are recommended for use in preventing static electricity include:

1. Antistatic tape
2. Antistatic smocks, aprons, or sleeve protectors
3. Conductive bins, and other assembly or soldering aids
4. Conductive foam
5. Conductive tabletop workstations with ground cord of 1 megohm of resistance
6. Static dissipative table or floor mats with hard tie to ground
7. Field service kits
8. Static awareness labels
9. Wrist straps and footwear straps providing 1 megohm plus or minus 10% resistance
10. Material handling packages
11. Conductive plastic bags
12. Conductive plastic tubes
13. Conductive tote boxes
14. Metal tote boxes
15. Opaque shielding bags
16. Transparent metallized shielding bags
17. Transparent shielding tubes

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Service Considerations

Tool Requirements

1. Phillips screwdriver
2. Needle-nose pliers
3. Flathead screwdriver
4. Compaq Utilities software

Screws

The screws used in these products are not interchangeable. If an incorrect screw is used during the reassembly process, it could cause damage to the unit. Compaq strongly recommends that all screws removed during the disassembly process be kept when that was removed, then returned to their proper locations.

Important: As each subassembly is removed from the computer, it should be replaced away from the work area to prevent damage.

Cables and Connectors

Most cables used throughout the unit are ribbon cables. These must be handled to avoid damage. Apply only the tension required to seat or unseat the cable insertion or removal from the connector. Handle cables by the connector whenever possible. In all cases, avoid bending, twisting, or tearing the cables, and ensure that they are in such a way that they cannot be caught or snagged by parts being removed.

Ribbon Cable Positions Index

CD/CD-RW, and DVD	Power Button
Disk Drive	Button Board
Hard Drive	Power Supply Assembly

DVD Drive, Hard Drive,
Disk Drive)

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REMOVING THE CD STORAGE DOOR

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OPTICAL AND MASS STORAGE DEVICES (CD, CD-RW and/or

Preparation for Disassembly

To prepare the computer for removal and replacement procedures, complete the following steps:

1. Remove any disk, compact disc, or tape from the computer.
2. Turn off the computer and any peripheral devices that are connected to the computer.


CAUTION

The computer power switch should be turned off before you disconnect any cables.


CAUTION

Before doing any work inside your computer, ground yourself by touching a metal part of the chassis.

3. Disconnect the power cord from the electrical outlet, and then from the computer.
4. Disconnect all peripheral device cables from the computer.
5. Turn the computer over on its side (open side facing up).

Important

During disassembly, label each cable as you remove it. Be sure to note its position and routing.

DVD Drive, Hard Drive,
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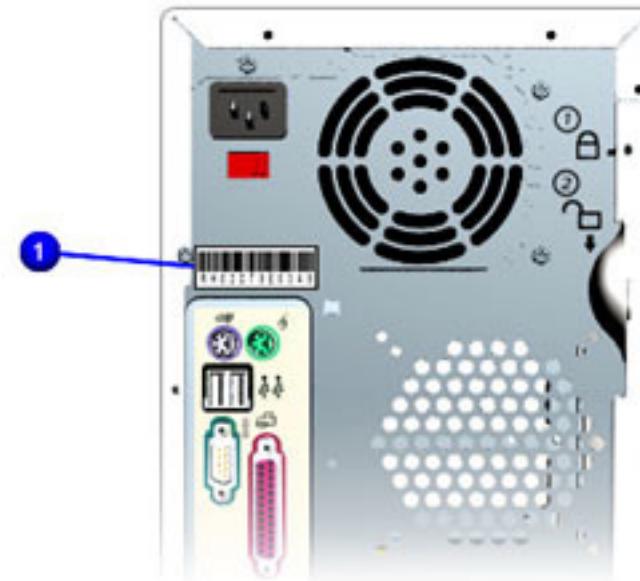
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Serial Number

The computer serial number should be provided to Compaq whenever request information or ordering spare parts. The serial number is located directly above the rear connectors.



(CD, CD-RW and/or
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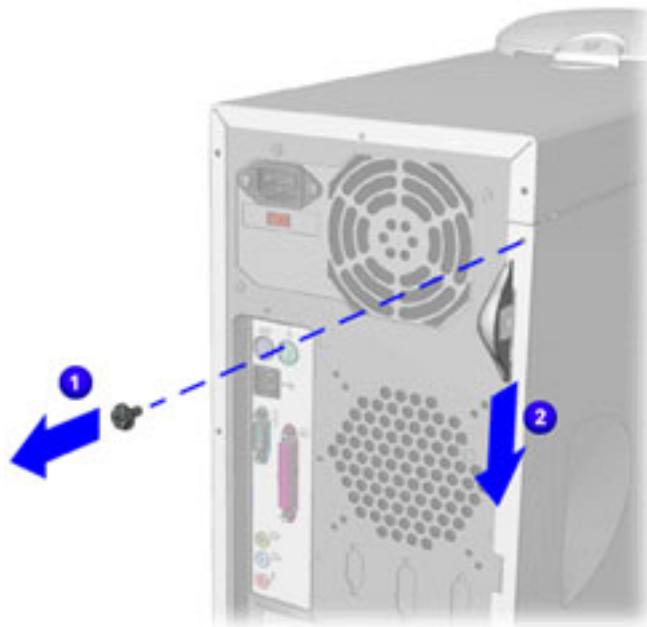
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Removal

1. [Perform the preparation procedures.](#)
2. Remove the screw **1** from the rear of the access panel.
3. Locate the latch **2** and press down, and then hold in position.

Next Step

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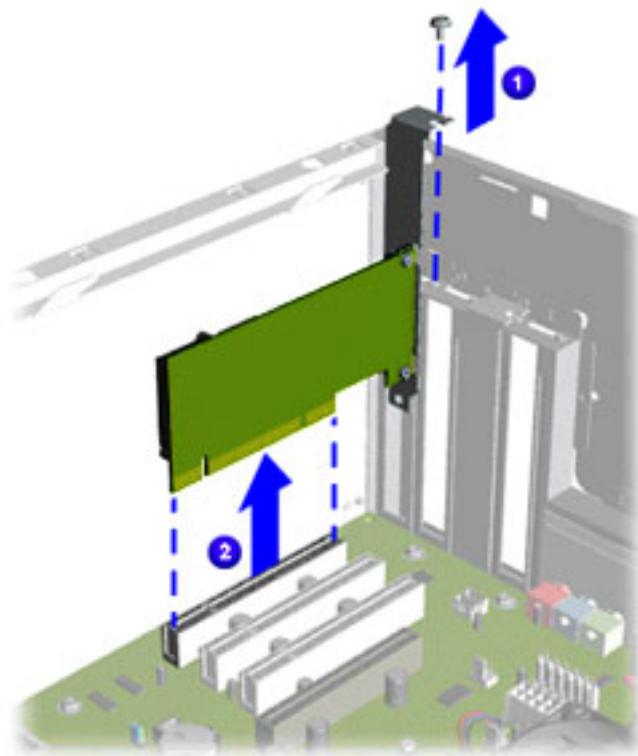
Removing the Graphics Card

Removal

1. [Perform the preparation procedures.](#)
2. Remove the screw securing the graphics card.
3. Pull the graphics card using a gentle rocking motion from the AGP slot on the system board.

Replacement

1. Align the graphics card with AGP slot on the system board. Insert the card carefully and firmly into the connector.
2. Replace the screw securing the graphics card to the chassis.

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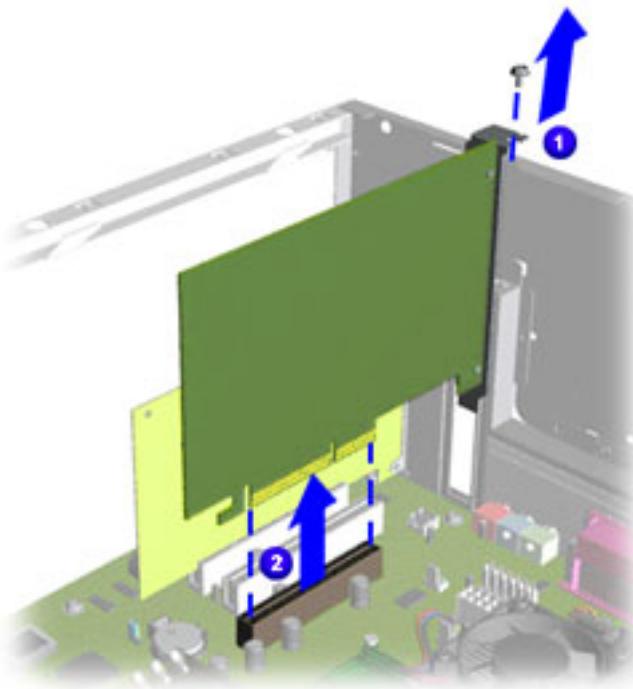
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Removing the Expansion Card



Removal

1. [Perform the preparation procedures.](#)
2. Turn the computer on its side (open side facing up) and locate the expansion card(s).
3. Remove the screw securing the expansion card.
4. Pull the expansion card using a gentle rocking motion from the connector on the system board.

Replacement

Important: The expansion card rear connector must be properly inserted into the rear chassis slot to ensure the card is properly seated into the connector on the system board.

1. Align the card with connector on the system board and rear connector slots on the chassis.
2. Replace the screw to secure the expansion card to the chassis.

(CD, CD-RW and/or
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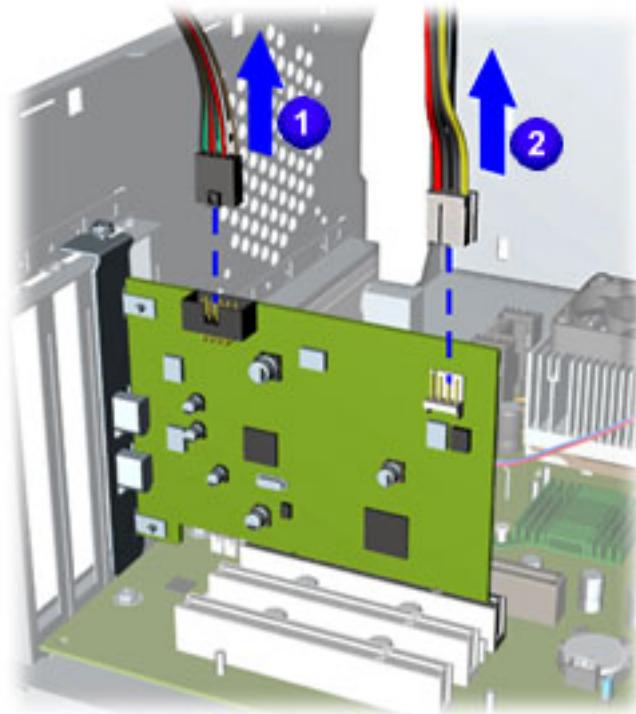
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Removing the 1394 Card (available on select models)



Removal

1. [Perform the preparation procedures.](#)
2. Turn the computer on its side (open side facing up) and locate the 1394 card(s).
3. Disconnect the 1394 drive power cable 1 and data cable 2 by using a gentle side-to-side rocking motion.

[Next Step](#)

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Microprocessor/Heatsink
Assembly)

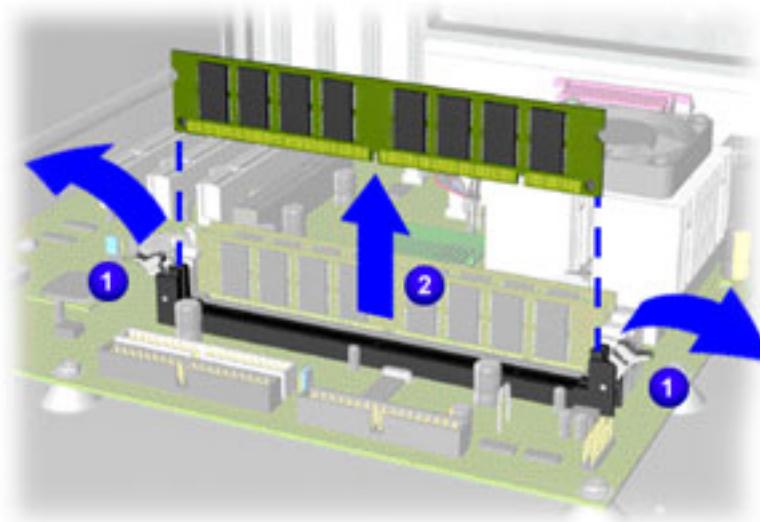
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Removal

1. [Perform the preparation procedures.](#)
2. Pull outward on the release latches found on both ends of the memory module.
3. Lift the memory module from the system board slot.

Replacement

1. Ensure the latches on both ends properly snap into place.
2. Align the memory module with the memory slot.
3. Push the module carefully and firmly into the slot ensuring that the latches on both ends snap into place.

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS

(RTC Battery,
Microprocessor/Heatsink
Assembly)

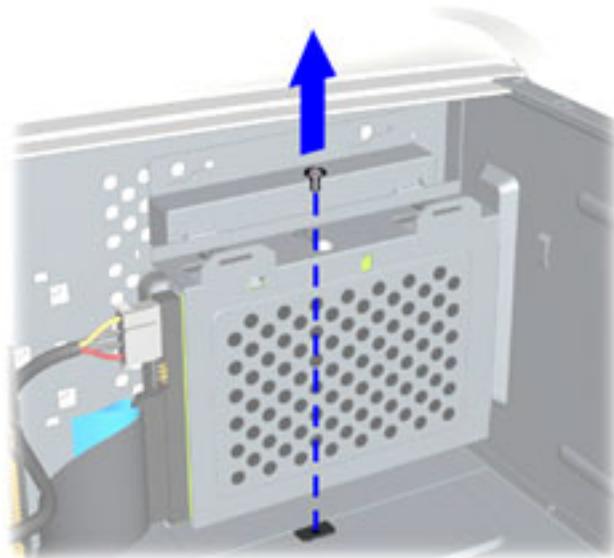
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Removing the Hard Drive



Removal

1. [Perform the preparation procedures.](#)
2. [Remove the Side Access Panel.](#)
3. Remove the screw securing the hard drive bracket to the chassis wall.

Next Step

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS

(RTC Battery,
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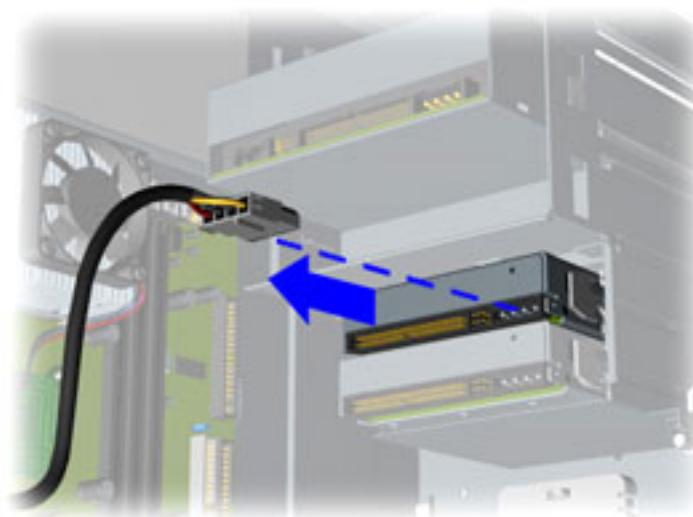
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Removing the Disk Drive



Removal

To remove the disk drive, complete the following steps:

1. [Perform the preparation procedures.](#)
2. [Remove the Side Access Panel.](#)
3. [Open the CD Storage Door.](#)
4. [Remove the Top Door.](#)
5. [Disconnect power cable connected to the drive.](#)

Next Step

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

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COMPONENTS

(RTC Battery,
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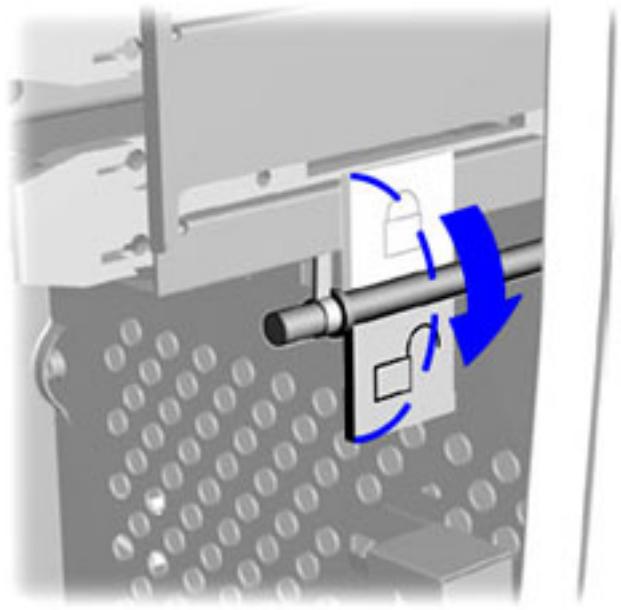
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Removing the Top Door



Removal

1. [Perform the preparation procedures.](#)
2. [Remove the Side Access Panel.](#)
3. Rotate the lock to the down position to unlock the top door.

Next Step

DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
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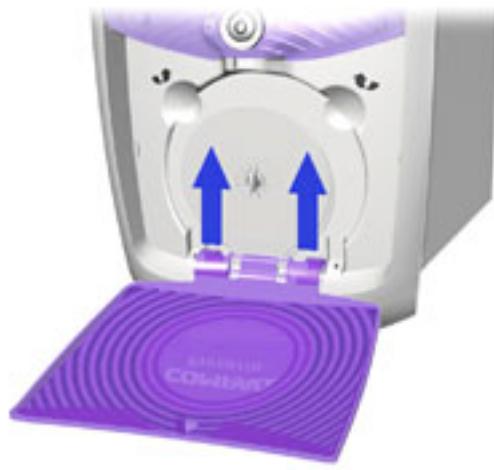
Removing the CD Storage Door

Removal

1. [Perform the preparation procedures.](#)
2. [Remove the Side Access Panel.](#)
3. [Open the CD Storage Door.](#)
4. [Remove the Top Door.](#)
5. Lift the CD Storage Door (Lower Front Panel) slightly with both hands while pressing both tabs with your thumbs at the same time. Lift the CD Storage Door (Lower Front Panel) to release from the chassis.

Replacement

To replace the CD Storage Door (Lower Front Panel), reverse this procedure.



(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
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Optical and Mass Storage Devices—Index Page



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2. [Disk Drive.](#)
3. [Hard Drive.](#)

DVD Drive, Hard Drive,
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[OPTICAL AND MASS
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\(CD, CD-RW and/or](#)



Removing the CD, CD-RW and/or DVD Drive

Removal

To remove the CD, CD-RW and/or DVD drive, complete the following steps:

1. [Perform the preparation procedures.](#)
2. [Remove the Side Access Panel.](#)
3. [Open the CD Storage Door.](#)
4. [Remove the Top Door.](#)
5. Disconnect the power cable connected to the drive.

Next Step

DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
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Opening the CD Storage Door

Removal

Press the indentation 1 located at the top of the CD Storage door 2 to open.



DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
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Removing the Power Supply Assembly



Removal

1. [Perform the preparation procedures.](#)
2. [Remove the Side Access Panel.](#)
3. Remove the four screws located at the top of the rear of the chassis.

Next Step

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
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Removing the Side Access Panel, Continued

Removal

4. Grab the handle and slide the side access panel from the chassis.

Replacement

Align the tabs on the side access panel with the chassis slots and slide the side panel into place.

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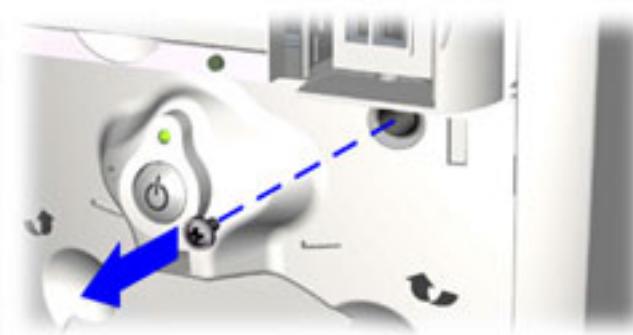
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Open the CD Storage
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Removing the Front I/O Board

Removal

1. [Perform the preparation procedures.](#)
2. [Remove the Side Access Panel.](#)
3. [Open the CD Storage Door \(Lower Front Panel\).](#)
4. [Remove the Top Door.](#)
5. Remove the screw securing the Front I/O Bracket to the front of the chassis.

Next Step

(CD, CD-RW and/or
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POWER SUPPLY
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FRONT I/O BOARD

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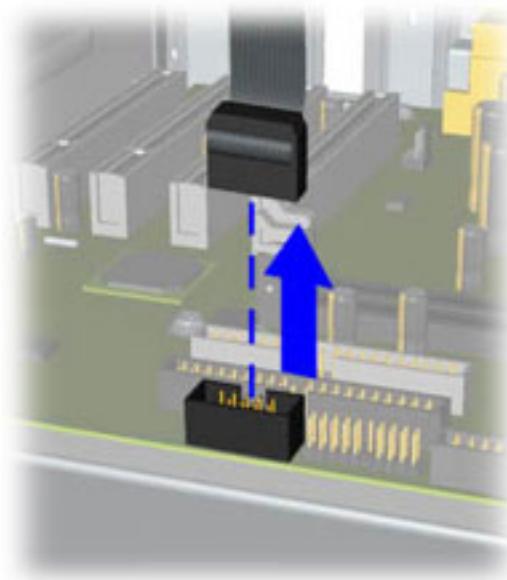
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Removing the Front I/O Board, continued

Removal

7. Remove the USB cable from the connector on the system board.

Next Step

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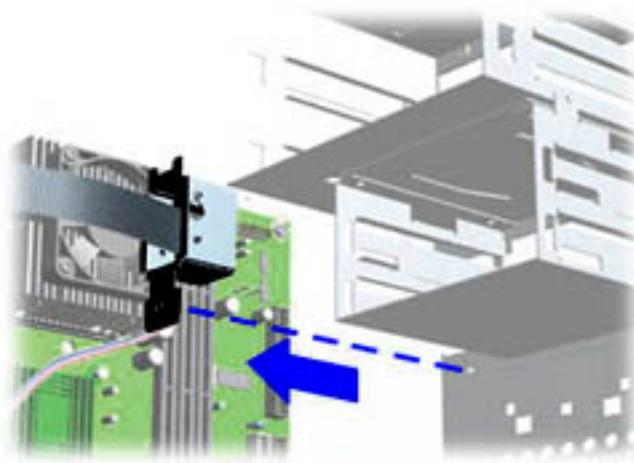
Removing the Front I/O Board, continued

Removal

8. Remove the Front I/O Board from inside the chassis.

Replacement

To replace the Front I/O Bracket, reverse the previous procedures.

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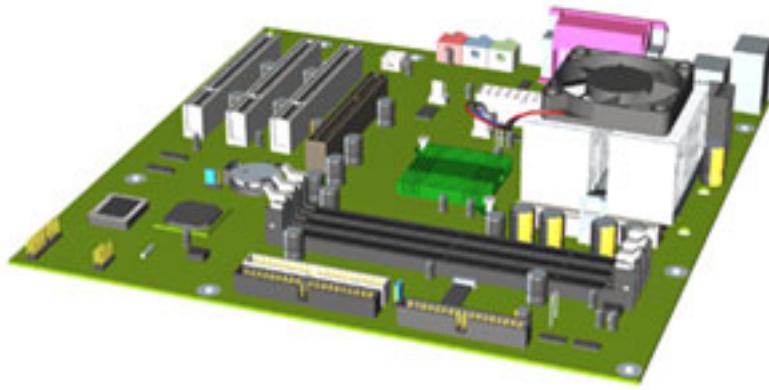
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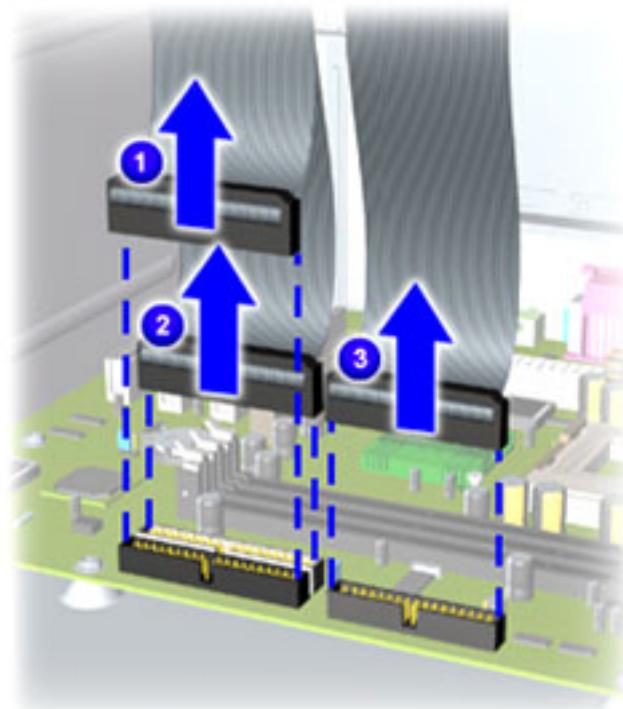
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Removing the System Board



Removal

1. [Perform the preparation procedures.](#)
2. [Remove the Side Access Panel.](#)
3. [Remove the memory module.](#)
4. [Remove the microprocessor / heatsink assembly.](#)
5. [Remove the expansion card\(s\).](#)
6. [Remove the graphics card.](#)
7. [Disconnect the power supply
and cable from the system board.](#)
8. [Disconnect the Front I/O \(USB and 1394\) cables from
the system board.](#)
9. Disconnect the data cables from the system board.

Next Step

(CD, CD-RW and/or
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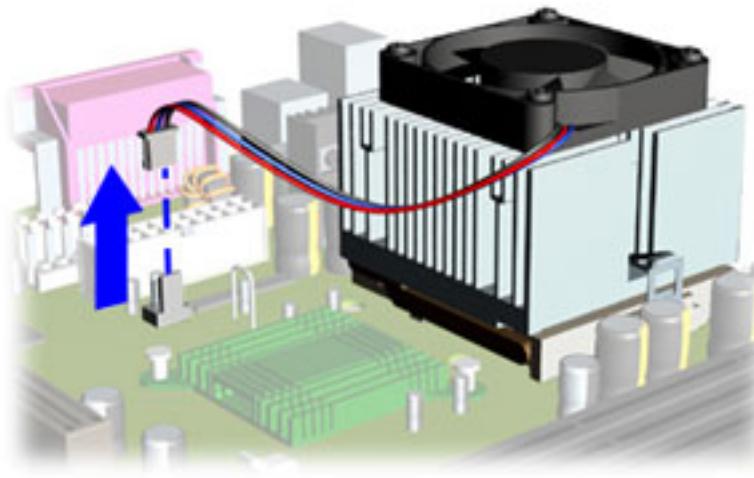
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Removing the Processor Assembly



Removal

1. [Perform the preparation procedures.](#)
2. [Remove the side access panel.](#)
3. Locate the microprocessor / heatsink assembly.
4. Disconnect the heatsink fan cable from the system board.

Next Step


WARNING

The microprocessor may still be hot if the computer was recently used. Allow the microprocessor to cool before removing.

(CD, CD-RW and/or
DVD Drive, Hard Drive,
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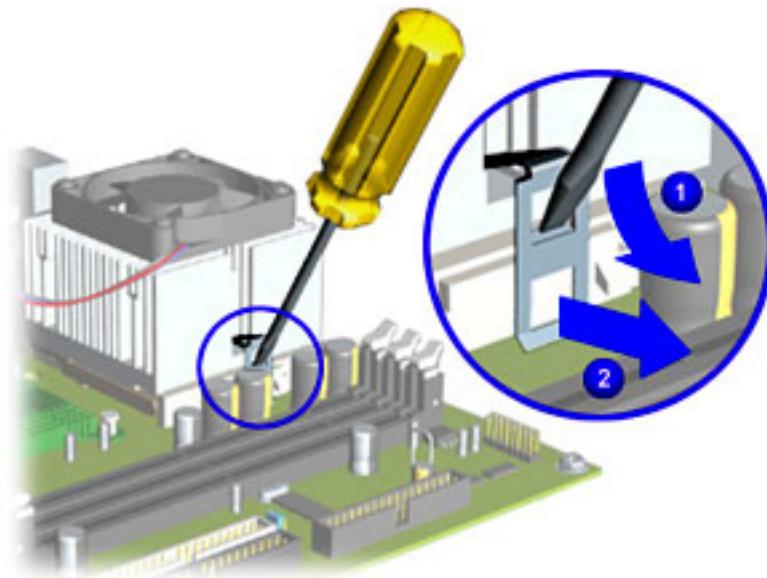
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Removing the Microprocessor/Heatsink Assembly, continued



Removal

- Locate the clip tabs on the microprocessor interface socket. Insert a screw driver into the top slot on the microprocessor clip. Applying gentle force, press down with the screwdriver **1** and pull outward **2** on the microprocessor clip to release it from the tab on the microprocessor interface socket.

Next Step

NOTE	The microprocessor/ heatsink assembly clip is attached on each side of the microprocessor interface socket.
IMPORTANT	Do not let the screwdriver slip and hit the system board when removing the microprocessor clip. The system board can be damaged if its surface is struck.

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

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ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS
(RTC Battery,
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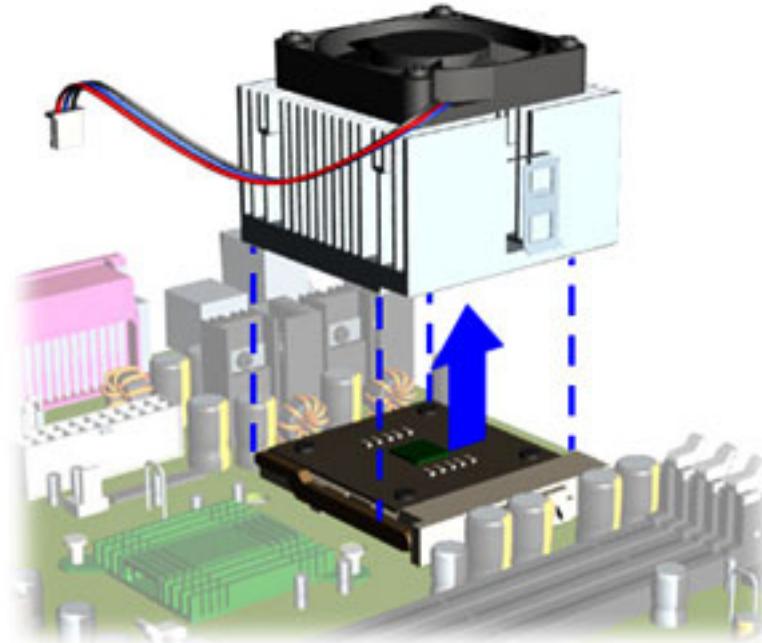
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Removing the Microprocessor/Heatsink Assembly, continued

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Removal

6. Twist and lift the heatsink assembly from the microprocessor.

Next Step

NOTE

Some hand force may be required to separate the heatsink assembly from the microprocessor.

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
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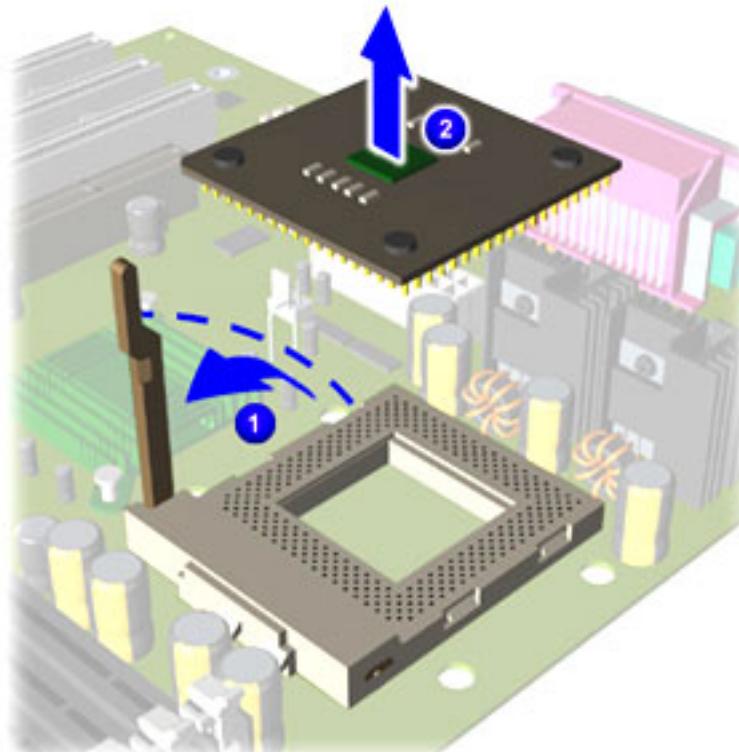
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Removing the Microprocessor/Heatsink Assembly, continued

Removal

6. Push down, pull out, and lift the lever 1 which secures the microprocessor inside the microprocessor interface socket.
7. Lift the microprocessor 2 from the chassis.

Replacement



NOTE

A small tab secures the lever 1. You must push down and pull out before lifting it.

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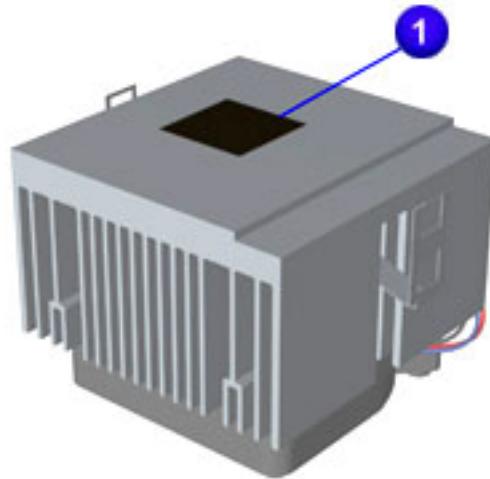
Replacing the Microprocessor/Heatsink Assembly

Replacement

IMPORTANT: Replace the thermal pad only when replacing the system board.

1. Turn the heatsink over and place it on a flat surface. Locate the old thermal pad **1** on the bottom of the heatsink.
2. Remove the old thermal pad with a flathead screw driver. The old thermal pad is a sticky or gummy substance on the bottom of the heatsink.

Next Step



IMPORTANT	The microprocessor assembly should be replaced on the system board before securing the system board into the chassis.
IMPORTANT	Thoroughly scrape off any residue left on the heatsink after removing the old thermal pad.

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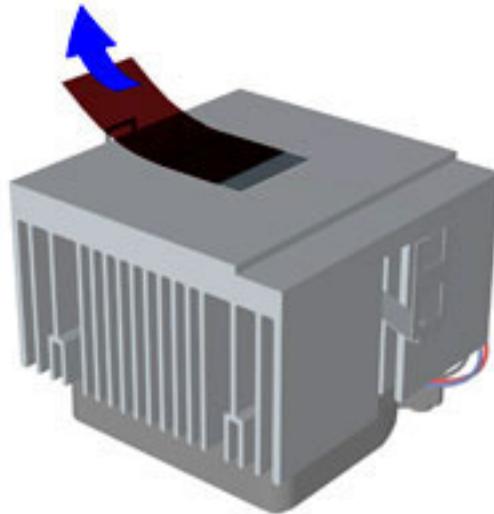
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Replacing the Microprocessor/Heatsink Assembly, continued



Replacement

3. Place the new thermal pad (plastic side up) onto the heatsink in the same position as the old thermal pad.
4. With the round portion of the screwdriver handle, rub the top of the new thermal pad to ensure that the entire pad sticks to the heatsink.
5. Remove and discard the plastic tab, leaving the new thermal pad applied to the heatsink.

[Next Step](#)

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Peel back the plastic tab on the thermal pad carefully, so the new thermal pad will stick properly to the heatsink surface. If the new thermal pad is not applied properly, the microprocessor/ heatsink assembly will not work properly, and you risk damaging the system board.

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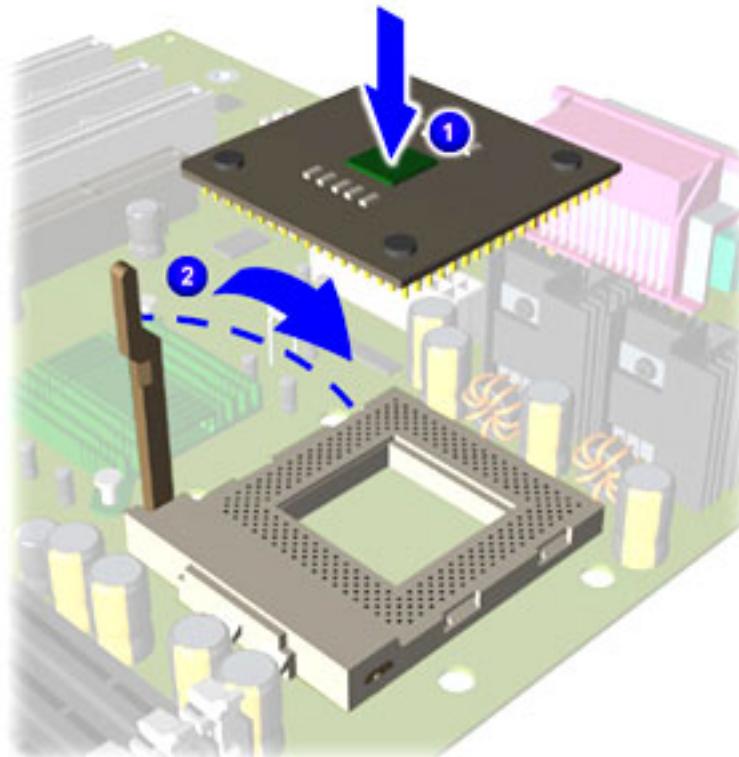
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Replacement

6. Align the microprocessor properly, ensuring that the notch in the left corner **1** is next to the lever hinge on the microprocessor interface.
7. Place the microprocessor into the microprocessor interface socket on the system board. Close the lever **2** to lock the microprocessor in place.

Next Step



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 WARNING	The microprocessor should be positioned so that the notch 1 in the left corner is next to the lever hinge on the microprocessor interface socket.
NOTE	Close and lock the lever, securing the lever with the tab on the microprocessor interface socket.

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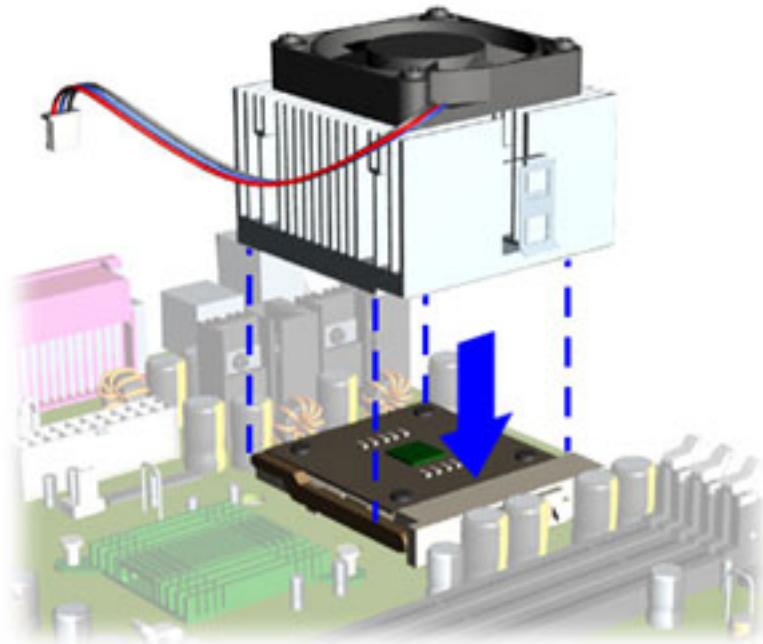
[OPTICAL AND MASS
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Replacing the Microprocessor/Heatsink Assembly, continued

Replacement

8. Align the notched edge of the heatsink with the raised edge of the microprocessor interface socket. Place the heatsink directly on top of the microprocessor.

Next Step



IMPORTANT

The heatsink should set flat on top of the microprocessor interface socket.

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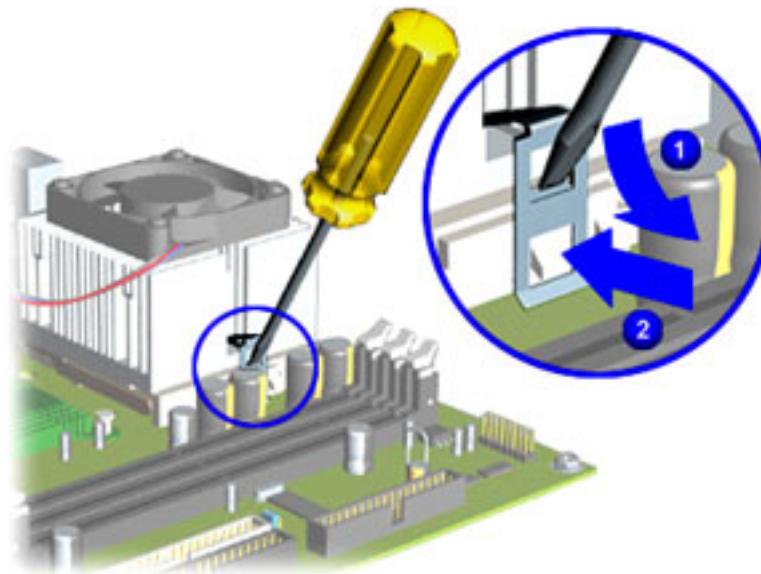
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Replacing the Microprocessor/Heatsink Assembly, continued

Replacement

9. Hook the microprocessor clip on the side of the heatsink assembly to the center tab on the microprocessor interface socket on the system board.
10. Applying gentle force, press down with the screwdriver 1 and push inward 2 on the microprocessor clip to attach the clip to the hook tab on the microprocessor interface socket.

Next Step



IMPORTANT

Do not let the screwdriver slip and hit the system board when removing the microprocessor clip. The system can be damaged if its surface is struck.

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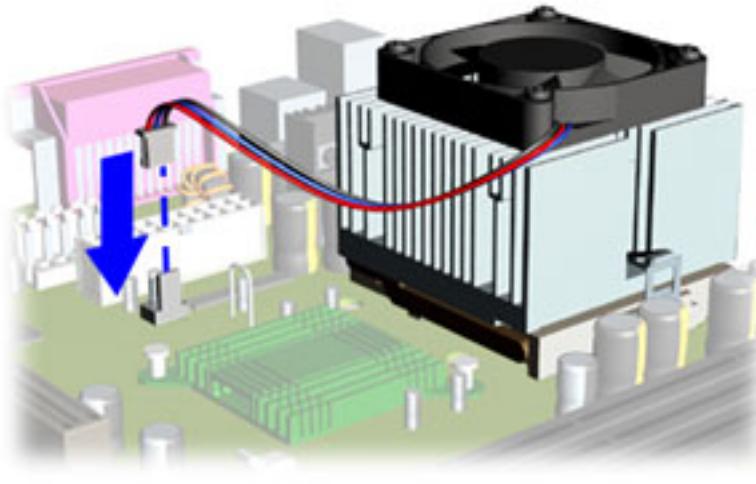
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Replacing the Microprocessor/Heatsink Assembly, continued

Replacement

11. Reconnect the heatsink fan power cable to the system board.

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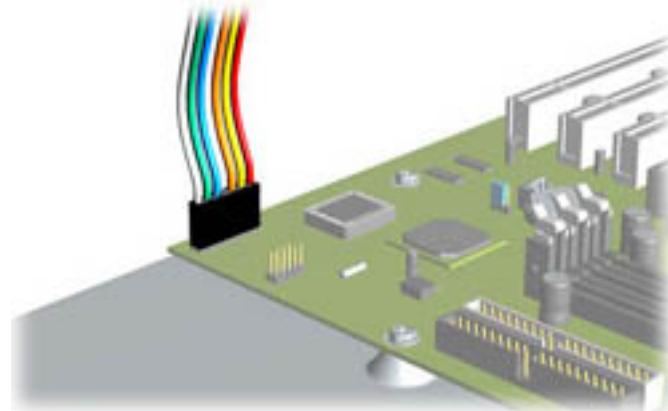
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Removal

9. Disconnect the power button cable from the system board.

Next Step

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POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

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Assembly)

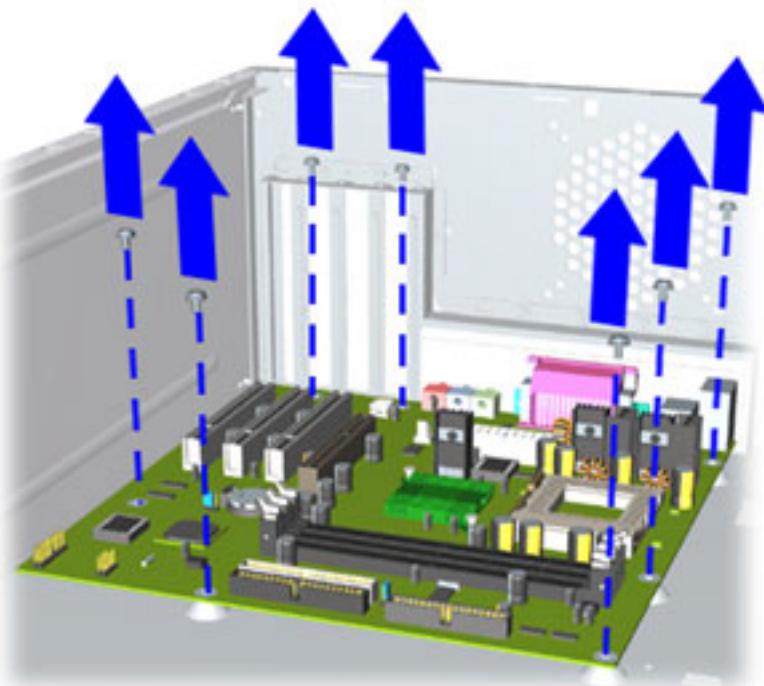
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Removing the System Board, continued



Removal

10. Remove the screws securing the system board to the chassis.
NOTE: The number of screws varies by model.
11. Remove system board from the chassis.

Replacement

To replace the system board reverse the previous procedure.

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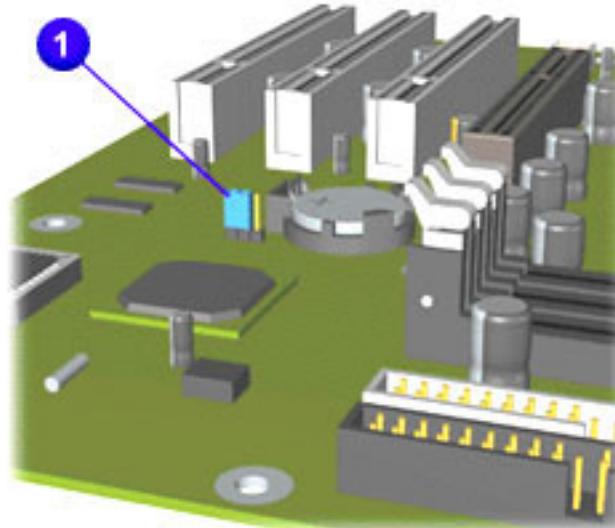
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Removing the RTC Battery



Removal

1. [Perform the preparation procedures.](#)
2. [Remove the Side Access Panel.](#)
3. Locate the RTC battery.

Next Step

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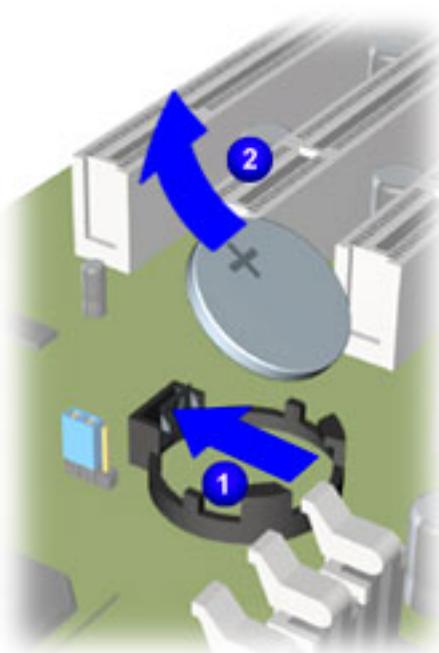
Removing the RTC Battery, continued

Removal

4. Pull out on the socket lever **1** and lift the RTC battery **2** out of the socket.

To replace the RTC battery, reverse the previous procedures.

[Return to the System Board Components—Index Page](#)



(CD, CD-RW and/or
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Disk Drive)

POWER SUPPLY
ASSEMBLY



WARNING

The clock/CMOS lithium battery may explode if mistreated. Do not abuse. Use only replacement batteries supplied by Compaq Computer Corporation.

FRONT I/O BOARD

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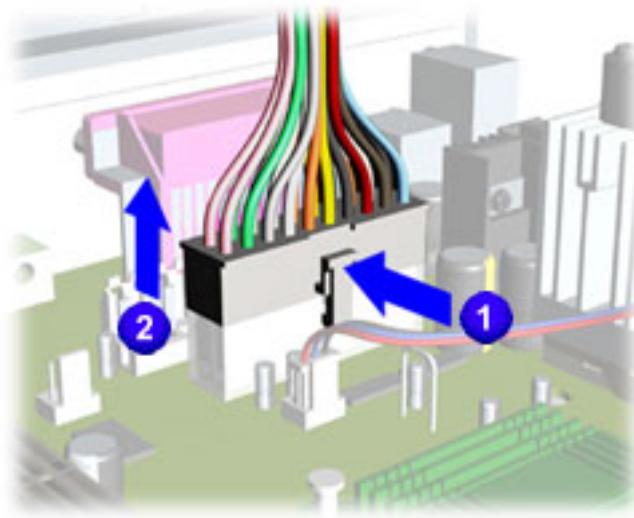
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Removal

4. Push the power supply cable clip 1 inward and pull the power cable 2 from the connector on the system board.

Next Step



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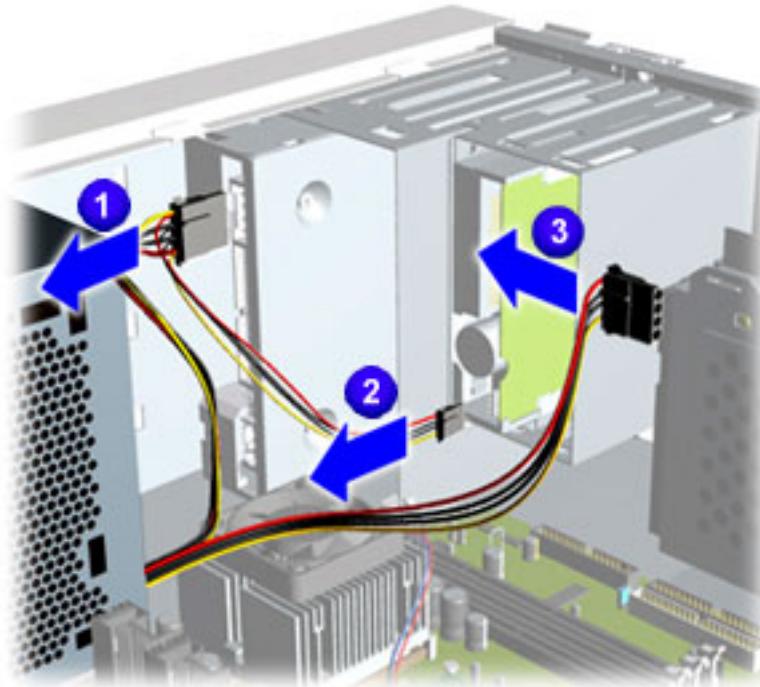
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Removing the Power Supply Assembly, continued

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Removal

5. Disconnect the power supply power cables from the CD **1**, CD-RW, and/or DVD drive, disk drive **2** and hard drive **3**.

[Next Step](#)

(CD, CD-RW and/or
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POWER SUPPLY
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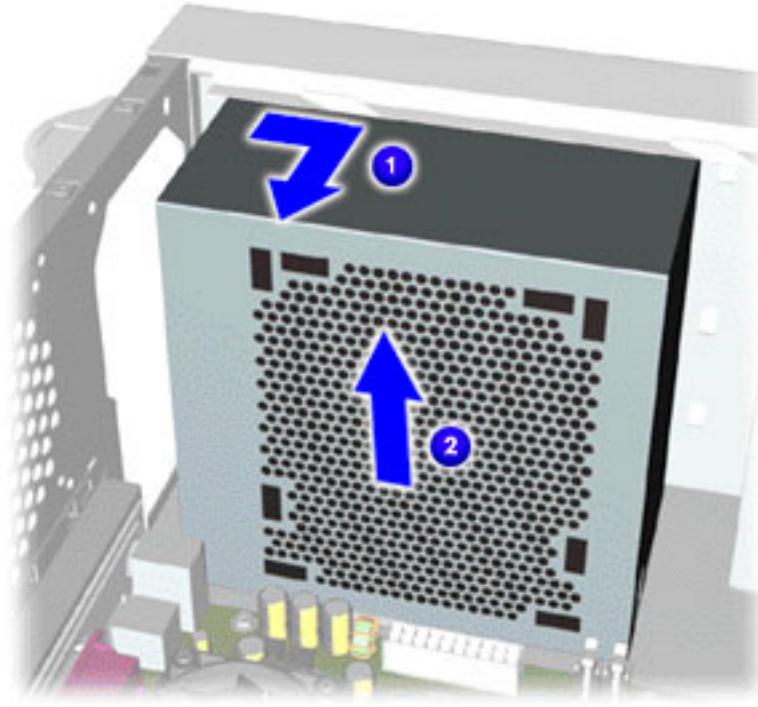
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Removing the Power Supply Assembly, continued

Removal

6. Slide the power supply toward the front of the unit, pull the power supply **1** in an angled position, then lift it up from the chassis **2**.



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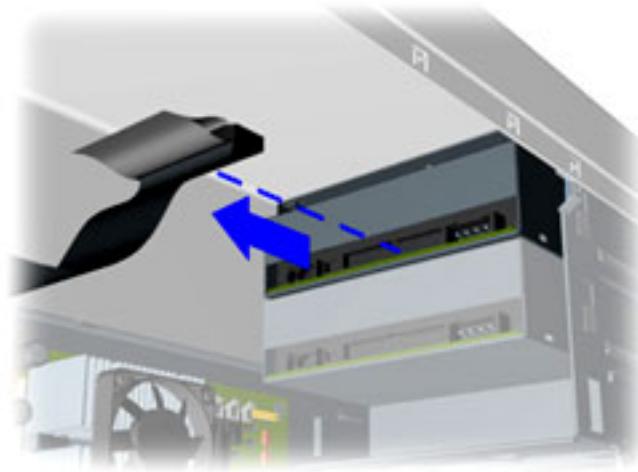
OPTICAL AND MASS
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(CD, CD-RW and/or

Removing the CD, CD-RW and/or DVD Drive

Removal

7. Disconnect the data cable connected to the drive.

Next Step



DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS
(RTC Battery,
Microprocessor/Heatsink
Assembly)

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Removing the CD, CD-RW and/or DVD Drive

Removal

8. Disconnect the audio cable connected to the drive.

Next Step



DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
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Removing the CD, CD-RW and/or DVD Drive

Removal

9. To release the drive, press inward on the side rails 1 of the drive and pull the drive 2 from the chassis.

Next Step



DVD Drive, Hard Drive,
Disk Drive)

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Open the CD Storage
Door\)](#)[OPTICAL AND MASS
STORAGE DEVICES](#)**Removing the Drive Rails****Removal**

To remove the drive rails, pull the drive rails from each side of the drive with a gentle-rocking motion.

Replacement

To replace the drive rails reverse the previous procedure.

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Storage—Index Page](#)

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

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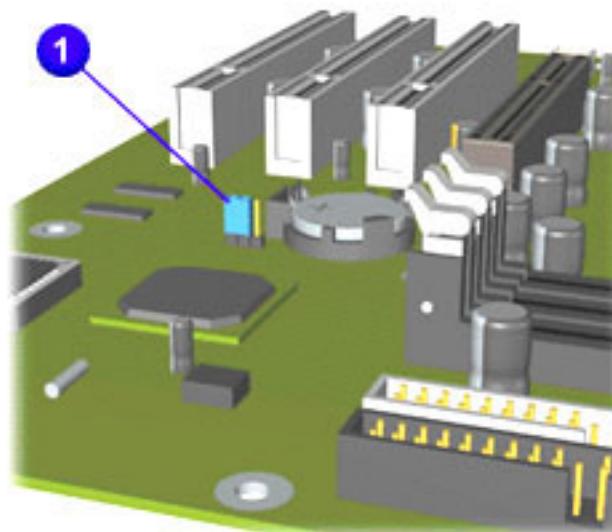
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Clearing CMOS

If the power-on password is unknown, clearing CMOS will disable the password and allow the computer to boot.

The location of the Real-time clock (RTC) battery is shown on the system board illustration below.



1. Complete the preparation for disassembly procedures.
2. Remove the side access panel.
3. To disable the password, move the jumper

1 from pins 1-2 (normal) to pins 2-3 (clear CMOS) for 10 seconds, then return to pins 1-2.

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Power-On Self Test (POST)

[POWER-ON SELF TEST \(POST\)](#)

POST is a series of diagnostic tests that run automatically when the system is turned on. After the computer is turned on, **POST** checks the following assemblies to ensure that the computer system is functioning properly:

1. Keyboard
2. System board
3. Memory modules
4. Video memory
5. Disk drives
6. Hard drives
7. Power supply

POST also detects the type of mass storage devices installed in the computer.

If **POST** finds an error in the system, an error condition is indicated by an audible and/or visual message. The table below gives explanations of the error codes and a recommended course of action.

NOTE

An external speaker must be installed into the speaker output connector to hear the audible beeps during **POST**.

Click a link below to find the probable cause and recommended action for a given error message.

Disk A Error	Keyboard Controller Error	System BIOS Shadowed
Extended RAM failed at offset	Keyboard Error	System Cache Error

Failing Bits	Operating System Not Found	System CMOS Checksum Back
Fixed Disk 0 or 1 Failure	Parity Check 1	System RAM Failed at Offset
Fixed Disk Controller Failure	Parity Check 2	System Timer Error
Incorrect Drive A Type	Real Time Clock Error	UMP Upper Limit Segment
Invalid NVRAM Media Type	System Battery is Dead	Video BIOS Shadowed

POST Messages

Error Message	Probable Cause	Recommended Action
Disk Drive A Error	Drive A: is present, but fails the BIOS POST disk tests.	<ol style="list-style-type: none"> 1. Run Setup. 2. Replace the signal cables. 3. Replace the disk drive.
Extended RAM failed at offset nnn	Extended memory not working or not configured properly.	<ol style="list-style-type: none"> 1. Replace the memory modules. 2. Replace the system board.
Failing Bits nnn	nnn is a map of the bits at the RAM address which failed the memory test.	<ol style="list-style-type: none"> 1. Run Setup. 2. Replace the system board.
Fixed Disk 0 or 1	Hard drive is not working or not configured properly.	<ol style="list-style-type: none"> 1. Run Setup. 2. Replace the system board.
Fixed Disk Controller Failure	Hard drive is not working or not configured properly.	<ol style="list-style-type: none"> 1. Run Setup. 2. Replace the system board.
Incorrect Drive A Type	Type of disk in drive A: not correctly identified.	<ol style="list-style-type: none"> 1. Replace the memory modules. 2. Replace the disk drive.

Invalid NVRAM Media Type	Problem with NVRAM (CMOS) access.	Replace the system board .
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Error Message	Probable Cause	Recommended Action
Keyboard Controller Error	Keyboard, I/O keyboard controller (on system board), or mouse error.	<ol style="list-style-type: none"> 1. Replace the keyboard. 2. Replace the mouse. 3. Replace the system board.
Keyboard Error	Keyboard, I/O keyboard controller (on system board), or mouse error.	<ol style="list-style-type: none"> 1. Replace the keyboard. 2. Replace the mouse. 3. Replace the system board.
Operating System not found	Operating system cannot be located on either drive A: or C:.	Run Setup .
Parity Check 1	Parity error found in the system bus.	<ol style="list-style-type: none"> 1. Run Setup. 2. Replace the memory modules. 3. Replace the system board.
Parity Check 2	Parity error found in the I/O bus.	<ol style="list-style-type: none"> 1. Run Setup. 2. Replace the ISA board (modem).
Real Time Clock Error	Real-time clock fails BIOS test.	Replace the system board .
System Battery is Dead	RTC battery is dead.	<ol style="list-style-type: none"> 1. Replace the RTC battery. 2. Run Setup.

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Error Message	Probable Cause	Recommended Action

System BIOS Shadowed	System BIOS copied to Shadow RAM.	Status Message: no action required.
System Cache Error	RAM cache failed the BIOS test.	Run Setup .
System CMOS Checksum Bad	CMOS is corrupted or modified incorrectly.	Run Setup .
System RAM failed at Offset, nnn	System RAM failed.	Replace the memory modules .
System Timer Error	DMA, timers, etc.	Replace the system board .
UMB Upper Limit Segment Address, nnn	Displays the address of nnn of the upper limit of Upper Memory Blocks, indicating releases segments of the BIOS.	Status Message: no action required.
Video BIOS Shadowed	Video BIOS successfully copied to shadow RAM.	Status Message: no action required.

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Configuration

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1. When a system configuration error is detected during the POST.
2. To change factory default settings for some of the computer features.
3. To change the system configuration, which is sometimes necessary when you add or remove optional hardware.
4. To set system configuration features.

Click a link below to go to the appropriate subsection:

[Preparing the Computer](#)[Setup](#)[Accessing Compaq Utilities Options](#)[View System Information \(INSPECT\)](#)

Preparing the Computer

1. Ensure proper ventilation. The computer should have a 3-inch (7.6cm) clearance of the system unit.
2. Turn off the computer and peripheral devices.
3. Disconnect any peripheral devices other than the monitor and keyboard. Do not disconnect if you want to test or use it to log error messages.
4. Install loop-back and terminating plugs for complete testing.



CAUTION

Always ensure that the power is off before disconnecting or reconnecting the mouse, keyboard, or any other peripheral devices. Disconnecting or connecting the keyboard or mouse while the unit power is on can damage the system board.

Setup

1. Modify settings for audio, storage, power management, communications, and input devices.
2. Get an overall picture of the computer's hardware configuration.
3. Verify configuration parameters in determining problems.
4. Set time and date.

Running Setup

To access the Setup utility, turn on the computer and press the F10 key when the Compaq logo appears on your screen.

NOTE

The actual menu displayed on your computer may vary slightly, depending on your configuration.

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Accessing Compaq Utilities Options

This section provides information about the menu options accessible from the Compaq Utilities menu.

Create a Compaq Utilities Disk

A Compaq Utilities disk must be created to troubleshoot the system. To create the disk, complete the following steps:

1. Insert the QuickStore CD into the CD drive.
2. From the Windows desktop, click on Start, then Programs, then Windows Explorer.
3. Click on the CD drive icon.
4. Double-click on the PCdiags folder.

5. Insert a disk in the disk drive.
6. Double-click on the QRST5.exe icon.
7. Press Enter when the QuickStore label appears.
8. After the CD has completed copying to the disk, eject the QuickStore CD.

Running Compaq Utilities

To run Compaq Utilities, turn on or reboot the computer with the Compaq Utilities disk in the disk drive. The menu will appear on your screen.

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View System Information (INSPECT)

The View System Information (INSPECT) utility provides information about the system once it has been configured. INSPECT operates with MS-DOS and provides information about the system operating, including:

1. Contents of the operating system startup files.
2. Current memory configuration.
3. ROM version.
4. Type of processor and coprocessor.
5. Disk and hard drives.
6. Active printer and communication interfaces.
7. Modem

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Diagnostic Error Codes

[POWER-ON SELF TEST \(POST\)](#)

Diagnostic error codes occur if the system recognizes a problem while running the program. These error codes help identify possibly defective subassemblies.

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Tables listed on this page give possible error codes, descriptions of each error code that are required to resolve the error condition.

[DIAGNOSTIC ERROR CODES](#)
IMPORTANT

Retest the system after completing each step. If a problem has been resolved, do not proceed with the remaining diagnostic tests.

[TROUBLESHOOTING WITHOUT DIAGNOSTICS](#)

For assistance in the removal and replacement of a particular subassembly, see [Removal and Replacement Procedures](#).

100-xx	Processor	600-xx	Disk drive	3200-xx	Audio
200-xx	Memory	1100-xx	Serial	3300-xx	CD or DVD
300-xx	Keyboard	1200-xx	Modem	3300-xx	CD-RW DVD
400-xx	Parallel (printer)	1700-xx	Hard drive	8600-xx	Pointing device interface
500-xx	Monitor	2400-xx	Video		

Processor Error Codes

Error Code:	Description:	Recommended Action:
101-xx	CPU test failed	Replace the system board and retest.

102-xx	Processor error	<ol style="list-style-type: none"> 1. Run Setup and retest. 2. Replace the processor and retest.
103-xx	DMA controller failed	The following step applies to error code 103-xx through 106-xx: Replace the system board .
104-xx	Interrupt controller failed	
105-xx	Port error	
106-xx	Keyboard controller self-test failed.	
107-xx	CMOS RAM test failed	The following steps apply to error code: 107-xx through 109-xx: <ol style="list-style-type: none"> 1. Replace the battery/ clock module and retest. 2. Replace the system board and retest.
108-xx	CMOS interrupt test failed	
109-xx	CMOS clock failed	
110-xx	Reprogrammable timer test failed	
111-xx	Refresh detect test failed	The following steps apply to error codes 110-xx through 113-xx: Replace the system board and retest.
112-xx	Speed test failed	
113-01	Protected mode test failed	
114-xx	Speaker test failed	
199-xx	Installed devices test failed	<ol style="list-style-type: none"> 1. Verify the speaker connection. 2. Replace the system board and retest. 3. Check system configuration. 4. Verify cable connections. 5. Check switch settings. 6. Run Compaq Utilities. 7. Replace the system board and retest.

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Memory Error Codes

Error Code:	Description:	Recommended Action:

200-xx	Invalid memory configuration	<ol style="list-style-type: none"> 1. Verify memory module value compatibility. 2. Reinsert memory in the correct location.
201-xx	Memory machine ID test failed	The following steps apply to error codes 201-xx and 202-xx: <ol style="list-style-type: none"> 1. Flash the ROM and retest. 2. Replace the memory and retest. 3. Replace the system board and retest.
202-xx	Memory system ROM checksum failed	
203-xx	Memory write/ read test failed	The following steps apply to error codes 203-xx through 210-xx: <ol style="list-style-type: none"> 1. Remove one memory module at a time until the error message stops. 2. Replace other removed modules one at a time, testing each to ensure the error does not return. 3. Replace the system board and retest.
204-xx	Memory address test failed	
206-xx	Increment pattern test failed	
210-xx	Random pattern test failed	

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Keyboard Error Codes

Error Code:	Description:	Recommended Action:
301-xx	Keyboard short test, 8042 self-test failed	The following steps apply to error codes 301-xx through 304-xx: <ol style="list-style-type: none"> 1. Check the keyboard connection. If disconnected, turn the computer off and connect the keyboard. 2. Replace the keyboard and
302-xx	Keyboard long-test failed	

303-xx	Keyboard LED test, 8042 self-test failed	restart. 3. Replace the <u>system board</u> and retest.
304-xx	Keyboard typematic test failed	

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Monitor (VGA or Flat-Panel) Error Codes

Error Code:	Description:	Recommended Action:
501-xx	Video controller test failed	The following step applies to error codes 501-xx through 516-xx:
502-xx	Video memory test failed	
503-xx	Video attribute test failed	
504-xx	Video character set test failed	Replace the <u>system board</u> and retest.
505-xx	Video 80 x 25 mode 9 x 14 character cell test failed	
506-xx	Video 80 x 25 mode 9 x 14 character cell test failed	
507-xx	Video 40 x 25 mode test failed	
508-xx	Video 320 x 200 mode color set 0 test failed	
509-xx	Video 320 x 200 mode color set 1 test failed	
510-xx	Video 640 x 200 mode test failed	
511-xx	Video screen memory page test failed	
512-xx	Video gray scale test failed	
514-xx	Video white screen test failed	
516-xx	Video noise pattern test failed	

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Disk Drive Error Codes

Error Code:	Description:	Recommended Action:
600-xx	Disk ID drive types test failed	The following steps apply to error codes 600-xx through 698-xx: 1. Replace the disk and retest. 2. Check and/ or replace the disk power and signal cables and retest. 3. Replace the disk drive and retest. 4. Replace the system board and retest.
601-xx	Disk format failed	
602-xx	Disk read test failed	
603-xx	Disk write, read, compare test failed	
604-xx	Disk random seek test failed	
605-xx	Disk ID media test failed	
606-xx	Disk speed test failed	
607-xx	Disk wrap test failed	
608-xx	Disk write-protect test failed	
609-xx	Disk reset controller test failed	
610-xx	Disk change line test failed	
694-xx	Pin 34 is not cut on 360KB disk drive	
697-xx	Disk type error	
698-xx	Disk drive speed not within limits	
699-xx	Disk drive/ media ID error	1. Replace media. 2. Run Setup .

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Modem Error Codes

Error Code:	Description:	Recommended Action:
1201-xx	Modem Internal Loop-Back Test	The following steps apply to 1201-xx through 1210-xx: 1. Refer to modem documentation procedures. 2. Check the modem line.
1202-xx	Modem Time-Out Error	
1203-xx	Modem External Termination Test	
1204-xx	Modem Auto Originate Test	
1206-xx	Dial Multifrequency Tone Test	

1210-xx

Modem Direct Connect Test

3. Replace the modem device.

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Hard Drive Error Codes

Error Code:	Description:	Recommended Action:
1700-xx	Hard drive ID types test failed	The following steps apply to error codes 1700-xx through 1799-xx: 1. Run Setup and verify drive type. 2. Replace the hard drive signal and power cables and retest. 3. Replace the hard drive and retest. 4. Replace the system board and retest.
1701-xx	Hard drive format test failed	
1702-xx	Hard drive read test failed	
1703-xx	Hard drive write/ read/ compare test failed	
1704-xx	Hard drive random seek test failed	
1705-xx	Hard drive controller test failed	
1706-xx	Hard drive ready test failed	
1707-xx	Hard drive recalibration test failed	
1708-xx	Hard drive format bad track test failed	
1709-xx	Hard drive reset controller test failed	
1710-xx	Hard drive park head test failed	
1714-xx	Hard drive file write test failed	
1715-xx	Hard drive head select test failed	
1716-xx	Hard drive conditional format test failed	
1717-xx	Hard drive ECC (Error Correction Code) test failed	
1719-xx	Hard drive power mode test failed	
1730-xx	Fixed Disk 0 does not support DMA mode	
1731-xx	Fixed Disk 1 does not support DMA mode	
1740-xx	Fixed Disk 0 failed Set Block Mode command	
1741-xx	Fixed Disk 1 failed Set Block Mode command	

1750-xx	Fixed Disk 0 failed Identity command
1751-xx	Fixed Disk 1 failed Identity command
1760-xx	Fixed Disk 0 does not support Block Mode
1761-xx	Fixed Disk 1 does not support Block Mode
1790-xx	Disk 0 Configuration Error
1792-xx	Secondary Disk Controller Failure
1799-xx	Invalid hard drive type failed

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Video Error Codes

Error Code:	Description:	Recommended Action:
2402-xx	Video memory test failed	The following steps apply to error codes 2402-xx through 2456-xx: 1. Run Setup . 2. Replace the system board and retest.
2403-xx	Video attribute test failed	
2404-xx	Video character set test failed	
2405-xx	Video 80 x 25 mode 9 x 14 character cell test failed	
2406-xx	Video 80 x 25 mode 8 x 8 character cell test failed	
2407-xx	Video 40 x 25 mode test failed	
2408-xx	Video 320 x 200 mode color set 0 test failed	
2409-xx	Video 320 x 200 mode test failed	
2410-xx	Video 640 x 200 mode test failed	
2411-xx	Video screen memory page test failed	
2412-xx	Video gray scale test failed	
2414-xx	Video white screen test failed	
2416-xx	Video noise pattern test failed	

2418-xx	ECG/VGC memory test failed	
2419-xx	ECG/VGC ROM checksum test failed	
2420-xx	ECG/VGC attribute test failed	
2421-xx	ECG/VGC 640 x 200 graphics (256-color mode) test failed	
2422-xx	ECG/VGC 640 x 350 16-color set test failed	
2423-xx	ECG/VGC 640 x 350 64-color set test failed	
2424-xx	ECG/VGC monochrome text mode test failed	
2425-xx	640 x 480 graphics test failure	
2431-xx	640 x 480 graphics test failure	
2432-xx	320 x 200 graphics (256-color mode) test failed	
2448-xx	Advanced VGA Controller test failed	
2451-xx	132-column Advance VGA test failed	
2456-xx	Advanced VGA 256-color test failed	
2468-xx	Advanced VGA BitBLT test	The following steps apply to error codes 2468-xx through 2480-xx: <ul style="list-style-type: none"> 1. Run Setup. 2. Replace the system board and retest.
2477-xx	Advanced VGA datapath test	
2478-xx	Advanced VGA BitBLT test	
2480-xx	Advanced VGA Linedraw test	

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Audio Error Codes

Error Code:	Description:	Recommended Action:
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3206-xx	Audio System Internal Error	Replace the <u>system board</u> and retest.
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CD or DVD Drive Error Codes

Error Code:	Description:	Recommended Action:
3301-xx	CD or DVD drive read test failed	The following steps apply to error codes 3301-xx through 3305-xx and 66xx-xx: 1. Replace the CD or DVD disk and retest. 2. Check the jumper settings on the CD or DVD drive. 3. Check and/or replace the power and signal cables and retest. 4. Replace the <u>CD or DVD drive</u> and retest.
3305-xx		
66xx-xx		

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Pointing Device Interface Error Codes

Error Code:	Description:	Recommended Action:
8601-xx	Pointing Device Interface test failed	1. Replace with a working device and retest 2. Replace the <u>system board</u> and retest

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CD-RW Drive Error Codes

Error Code:	Description:	Recommended Action:
xxxx-xx	CD-RW drive	<p>The following steps apply to error codes xxxx-xx through xxxx-xx:</p> <ol style="list-style-type: none">1.2.3.

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Troubleshooting Without Diagnostics

[POWER-ON SELF TEST \(POST\)](#)

This section describes some simple, preliminary tests and guidelines for troubleshooting the computer.

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Checklist for Solving Minor Problems:

[TROUBLESHOOTING WITHOUT DIAGNOSTICS](#)

If you encounter some minor problem with the computer or software application, go through the following checklist for possible solutions before running any of the diagnostic utilities:

1. Is the computer connected to the working power outlet?
2. Is the computer turned on and the power light illuminated?
3. Are all the cables connected properly and seated?
4. Are all of the necessary device drivers installed?
5. Is the CONFIG.SYS file correct?
6. Is the AUTOEXEC.BAT file (MS-DOS) or STARTUP.CMD file correct?
7. Was a nonbootable disk loaded in the disk drive at power-up?
8. Are all the switch settings correct?
9. Was Computer Setup run after installing options (memory, disk drives, etc.) and booted installing industry standard architecture boards?

Quick checks and possible solutions for problems related to these topics:

CD Drive	Disk Drive	Power
DVD Drive	Hard Drive	
USB Ports	Hardware Installation	

In addition, this section provides information for [resolving hardware conflicts](#).

CD Drive		
Problem	Probable Cause	Possible Solution
Cannot read compact disc.	CD is not properly seated in the drive.	Eject the CD, then re-insert it, pressing CD firmly to correctly seat it in the drive.
	CD has been loaded upside down.	Eject the CD, turn it over, then reload.
	CD may be dirty or scratched.	Load another CD disk.
Cannot eject compact disc (tray-load only).	Power cycle delay.	After turning the computer off, wait 30 seconds before turning the computer on again.
	CD drive is not connected properly.	Open the computer and check to see if the cable is connected properly.
	Proper driver is not loaded.	Restart the system and make sure the drivers are loaded.

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DVD Drive		
Problem	Probable Cause	Possible Solution
Cannot read DVD disk.	DVD or CD is not properly seated in the drive.	Eject DVD or CD, press down on the drive firmly to correctly seat it in the drive.
	DVD or CD has been loaded upside down.	Eject the disk, turn it over, then reload.
	DVD or CD disk may be dirty or scratched.	Load another DVD disk.
DVD does not work in the DOS mode.	Proper drivers are not loaded.	Restart the system and make sure the DVD drivers are loaded.
Cannot eject DVD disk.	The system is in the Sleep mode.	Press the Power button to bring the system down full power, then eject the DVD.

	The DVD, disk, or hard drive was active when attempting to eject the DVD.	Wait until all drive activity ends, then eject the DVD.
	DVD disk is not properly seated in the drive.	Turn off the computer, insert a straight pin into the emergency eject hole, then push firmly. Slowly pull the tray out from the drive until fully extended, then remove the DVD disk.
DVD drive devices are not detected.	DVD drive is not connected properly.	Open the computer and check to see that the cable is connected properly.
	Incorrect driver is installed.	Ensure the correct driver is installed in computer.
	Drive has been changed.	Make sure the jumper setting is set for "Setup."
	Proper drivers are not loaded.	Restart the system and make sure the DVD drivers are loaded.

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Digital Dashboard		
Problem	Probable Cause(s)	Possible solution
Digital Dashboard displays component icons.	Digital Dashboard has not detected system components.	When the power button is pressed, the computer is powered on. The LCD display will display the icons: keyboard, mouse, and monitor. If all components are not detected, the icons will need to be displayed. If these components are seen, the icons will disappear.

Digital Dashboard display is blank.	Check the power cable connection to the system board.	When the power cable is properly connected, the display will display, "Push To Start."
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Hard Drive		
Problem	Probable Cause(s)	Possible Solution
Hard drive error occurs.	Hard disk has bad sectors or has failed.	Run Computer Setup. Reformat the hard disk.
Drive not found.	Cable could be loose.	Check cable connections.
Disk transaction problem.	Either the directory structure is bad or there is a problem with a file.	From the desktop click on the Start menu, Programs, Accessories, System Tools, and check for problems. If problems exist, run scandisk and checkmark the "Automatically fix errors" box at the bottom to correct the problems. If a large enough allocation units is found, click on the Start button and choose Programs, Accessories, System Tools, Disk Defragmenter.
Nonsystem disk message.	The system is trying to start from a disk that is not bootable.	Remove the disk from the disk drive.
	The system is trying to start from the hard drive but the hard disk has been damaged.	Insert a bootable disk into the disk drive and restart the computer with Ctrl+Alt+Del.
	Disk boot has been disabled in Computer Setup.	Run Computer Setup and enable disk drives.

Hard drive operation seems slow, or hard drive activity light is not on, or stays on without blinking.	The hard disk files may be fragmented.	From the desktop click on the Start menu, Programs, Accessories, System Tools, and check for problems. If problems exist, run scandisk and checkmark the "Automatically fix errors" box at the bottom to correct the problems. If a large enough allocation units is found, click on the Start button and choose Programs, Accessories, System Tools, Disk Defragmenter.
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Hardware Installation		
Problem	Probable Cause(s)	Possible Solutions
A new device is not recognized as part of the computer system.	When the system advised you of changes to the configuration, you did not save the changes.	Reboot the computer and follow the instructions for saving changes.
	The system may not have automatically recognized the new device.	Run Computer Setup and identify the device.
	The cables for the new external device are loose, or the power cables are unplugged.	Check all cables.
	The power switch for the new external device is not turned on.	Turn off the computer, turn on the external device and then turn on the computer to integrate the new modes of the computer.

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Power	
Problem	Possible Solution

Computer will not turn on.	Ensure that the computer is connected to a power supply.
Computer does not automatically display the date and time.	The real-time clock (RTC) battery may need to be replaced. Click Here for replacement procedures.
Computer does not beep during POST.	The speaker volume may have been turned down. Select the Volume option from the Control Panel and adjust the volume.
Computer powered off automatically.	The unit temperature may have been exceeded. Check for function and blockage.

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USB Ports		
Problem	Probable Cause(s)	Possible Solution
Port 3 cannot work with any slow speed devices.	The device is plugged into the wrong port.	Check to see if the keyboard is plugged into the CPU. Ensure that the USB device is properly inserted into the port.
USB device does not work with the system.	The USB device and the system may use different USB architectures.	Ensure that the USB device and the system have the same USB architecture. (UHCI-compliant devices only work with a UHCI-compliant system, and compliant devices will only work with a OHCI-compliant system.)

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Disk Drive		
Problem	Probable Cause(s)	Possible Solution
Disk drive light stays on.	Disk may be damaged.	
	Disk may be installed incorrectly	
	Software program may be damaged.	

Disk drive cannot write to a disk.	<p>Disk is not formatted.</p> <p>Disk is write-protected.</p> <p>Writing to the wrong drive.</p> <p>Not enough space is left on the disk.</p>
Disk drive cannot read a disk.	<p>Disk is not formatted.</p> <p>Using the wrong disk type for the drive type.</p> <p>Reading the wrong drive.</p> <p>Disk drive has been disabled by Computer Setup.</p>

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Resolving Hardware Conflict

[POWER-ON SELF TEST \(POST\)](#)

Hardware conflicts occur when two or more peripheral devices attempt to use the same hardware resources. I/O addresses, interrupts, and DMA channels are the most common hardware resources used by peripheral devices.

[CONFIGURATION](#)

Base I/O address	220H
Interrupt	IRQ 5
8-bit DMA	Channel 1

[DIAGNOSTIC ERROR CODES](#)

[TROUBLESHOOTING WITHOUT DIAGNOSTICS](#)

When different peripheral devices use the same hardware resources at the same time, the devices and/or the system may not function properly. You can resolve hardware conflicts by ensuring that no devices are configured to use the same hardware resources. These resources can either be dipswitch or jumper settings on the peripheral card or software configurable resources. The Computer Setup selection of your Compaq Utilities allows you to view and modify the settings for the peripheral devices factory installed in your computer. Refer to the User's Guide for the particular peripheral cards you wish to install for information on how to view and select their settings.

To resolve hardware conflicts:

1. Change the hardware settings of your audio card or other peripheral card in your system. Make sure the peripheral card is using any settings used by the factory-installed devices.
2. If you are unsure of the settings of the peripheral cards, you can isolate the source of the problem by temporarily removing all cards not manufactured by Compaq, or resetting the default settings and running Compaq Utilities. After that, add the cards back one at a time until the card that is causing the conflict is found.

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Removing the Top Door, continued

Removal

4. [Open the CD Storage Door.](#)
5. Pull the top door forward until the top panel tabs release from the slots on the chassis.

Replacement

To replace the Top Door, reverse this procedure.



DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS
(RTC Battery,
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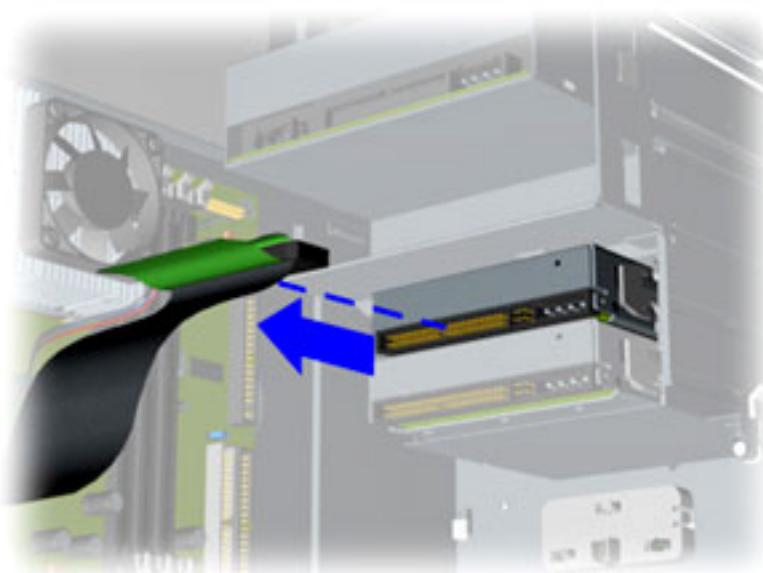
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Removing the Disk Drive, continued

Removal

7. Disconnect data cable connected to the drive.

Next Step

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POWER SUPPLY
ASSEMBLY

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SYSTEM BOARD
COMPONENTS

(RTC Battery,
Microprocessor/Heatsink
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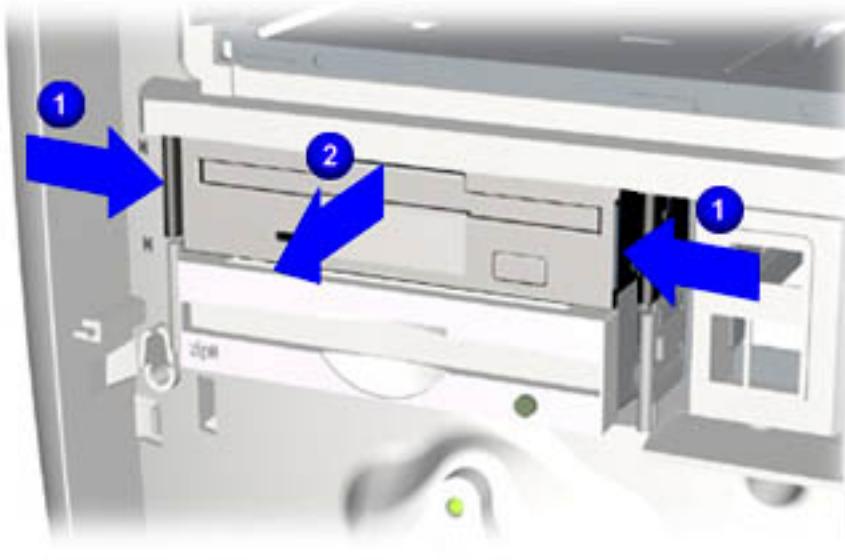
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Removing the Disk Drive, continued



Removal

8. To release the disk drive, press inward on the side rails of the drive and pull the drive from the chassis.

Next Step

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS

(RTC Battery,
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Removing the Disk Drive Rails

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Removal

To remove the drive rails, pull the drive rails from each side of the drive with a gentle-rocking motion.

Replacement

To replace the drive rails reverse the previous procedure.

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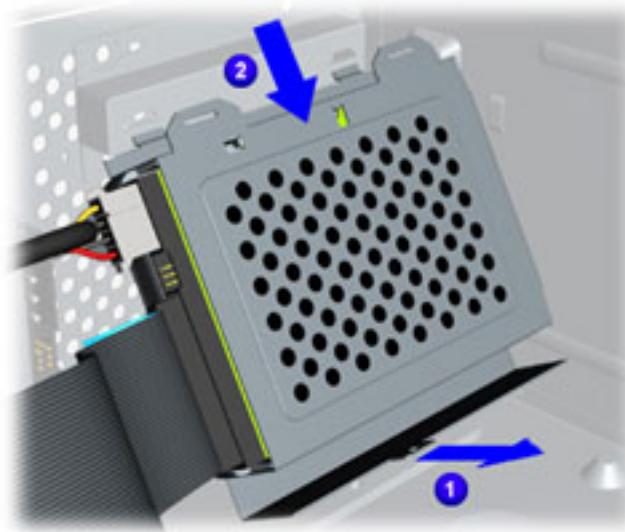
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Removing the Hard Drive, continued

Removal

4. Lift the hard drive bracket (with hard drive attached) from the chassis slots.

Next Step



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POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS

(RTC Battery,
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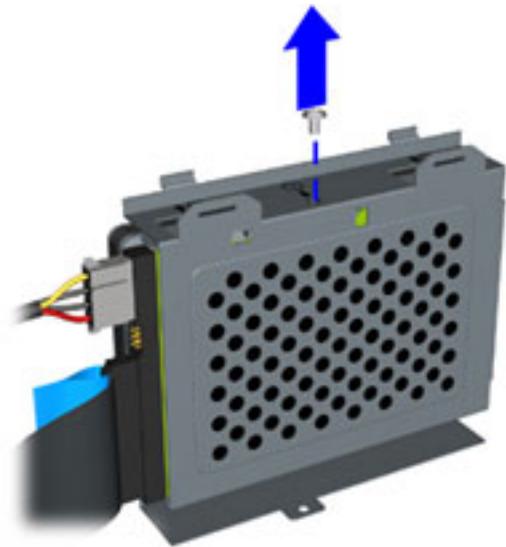
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Removing the Hard Drive, continued

Removal

5. Remove the screw securing the hard drive to the hard drive bracket.

Next Step


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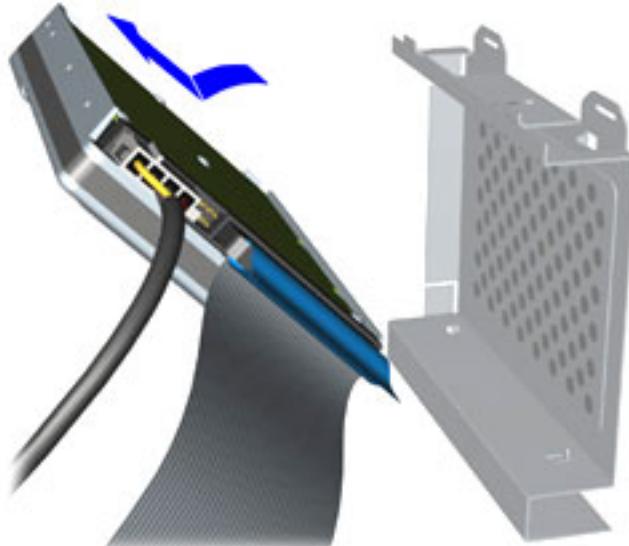
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Removing the Hard Drive, continued

Removal

6. Remove the hard drive from the hard drive bracket.

Next Step



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DVD Drive, Hard Drive,
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POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
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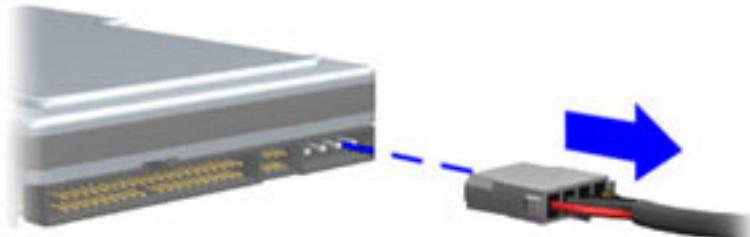
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Removing the Hard Drive, continued

Removal

7. Disconnect the hard drive power cable using a gentle rocking motion.

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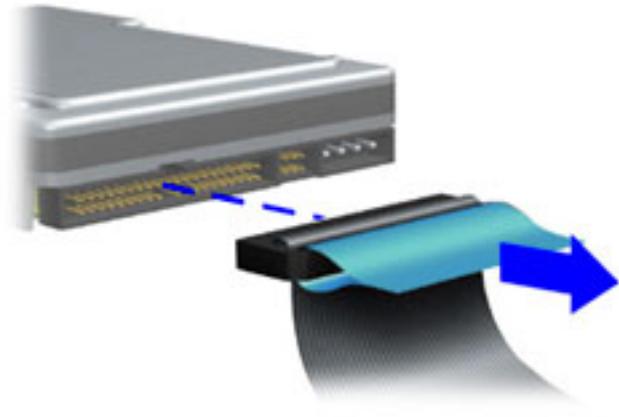
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Removal

8. Disconnect the hard drive data cable using a gentle rocking motion.

To replace the hard drive and bracket reverse the previous procedure.

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Removing the Hard Drive, continued

(CD, CD-RW and/or
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Removing the 1394 Card (available on select models)

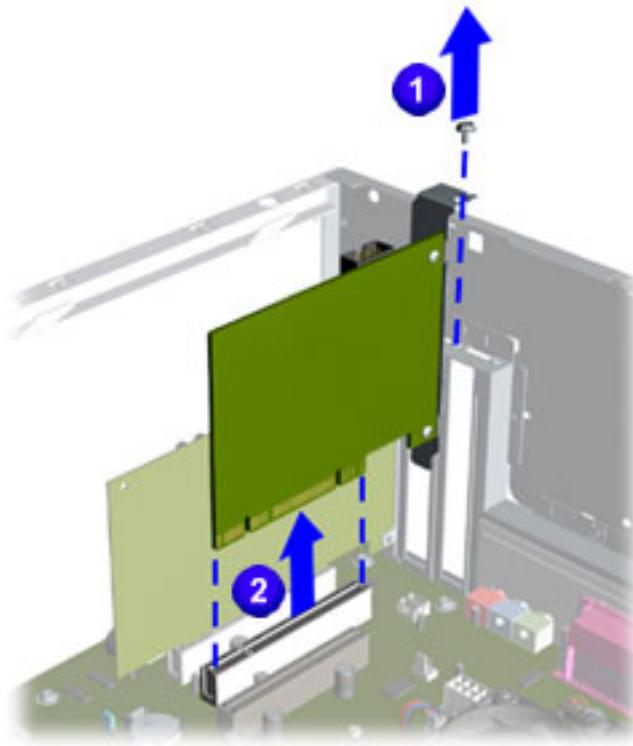
Removal

4. Remove the screw **1** securing the 1394 card.
5. Pull the 1394 card **2** using a gentle rocking motion from the connector on the system board.

Replacement

Important: The 1394 card rear connector must be properly inserted into the rear chassis slot to ensure the card is properly seated into the connector on the system board.

1. Align the card with connector on the system board and rear connector slots on the chassis.
2. Replace the screw to secure the 1394 card to the chassis.

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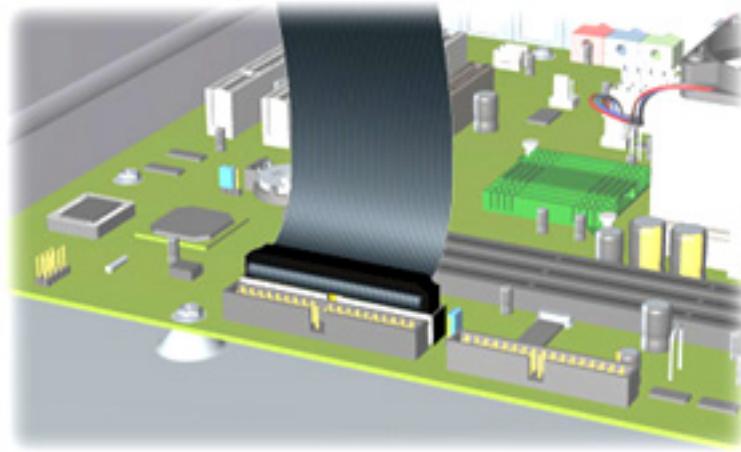
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Service Considerations

Cable Positions: CD/CD-RW, and DVD



This image indicates the cable routing for the CD, CD-RW, and/or DVD Drive to the system board.

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DVD Drive, Hard Drive,
Disk Drive)

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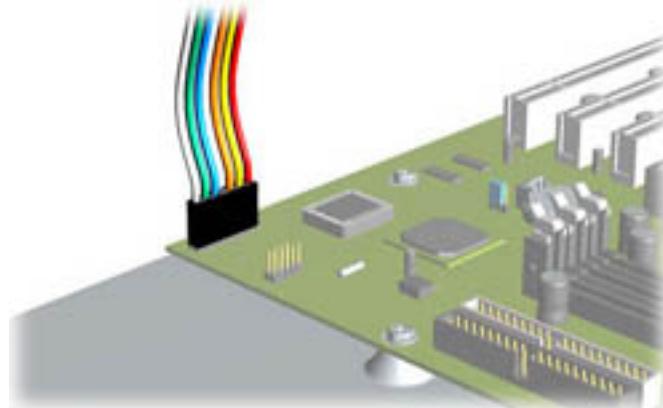
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Service Considerations

Cable Positions: Power Button



This image indicates the cable routing for the Power Button to the system board.

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(CD, CD-RW and/or
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POWER SUPPLY
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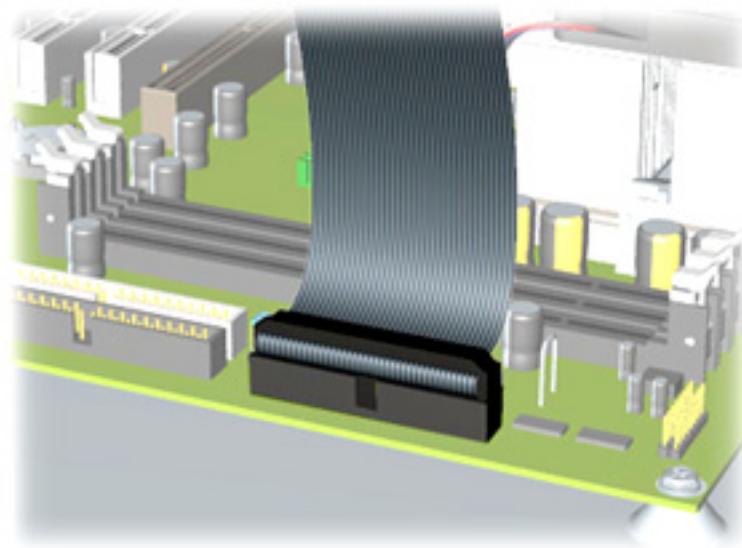
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Service Considerations

Cable Positions: Disk Drive



This image indicates the cable routing for the Disk Drive to the system board.

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DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
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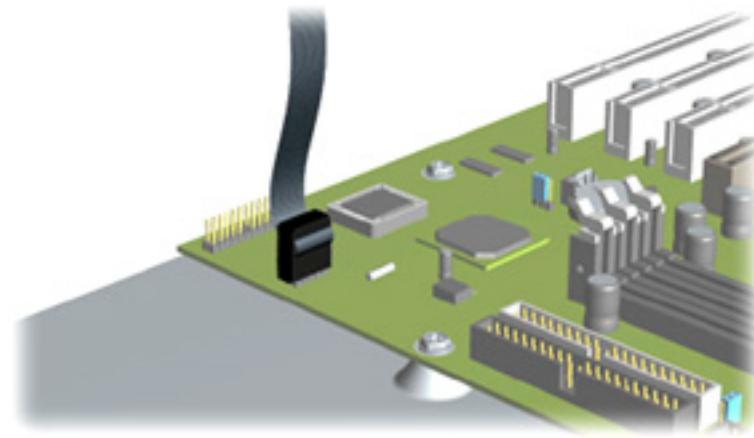
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Service Considerations

Cable Positions: Button Board



This image indicates the cable routing for the Button Board to the system board.

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DVD Drive, Hard Drive,
Disk Drive)

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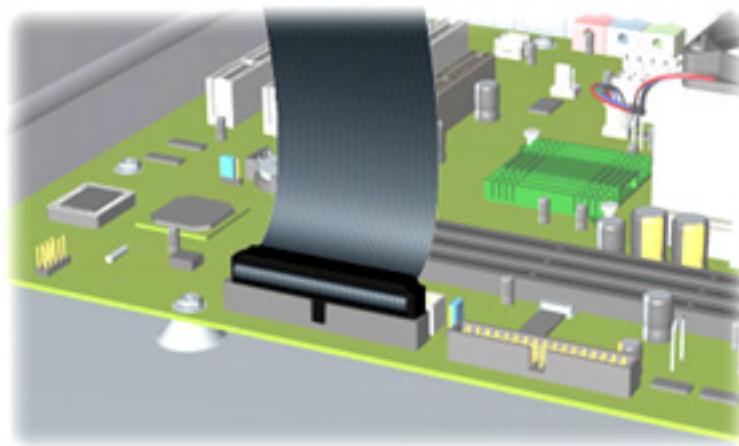
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DOOR](#)[REMOVING THE CD
STORAGE DOOR](#)

(Lower Front Panel -
Open the CD Storage
Door)

[OPTICAL AND MASS
STORAGE DEVICES
\(CD, CD-RW and/or](#)

Service Considerations

Cable Positions: Hard Drive



This image indicates the cable routing for the Hard Drive to the system board.

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DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS
(RTC Battery,
Microprocessor/Heatsink
Assembly)

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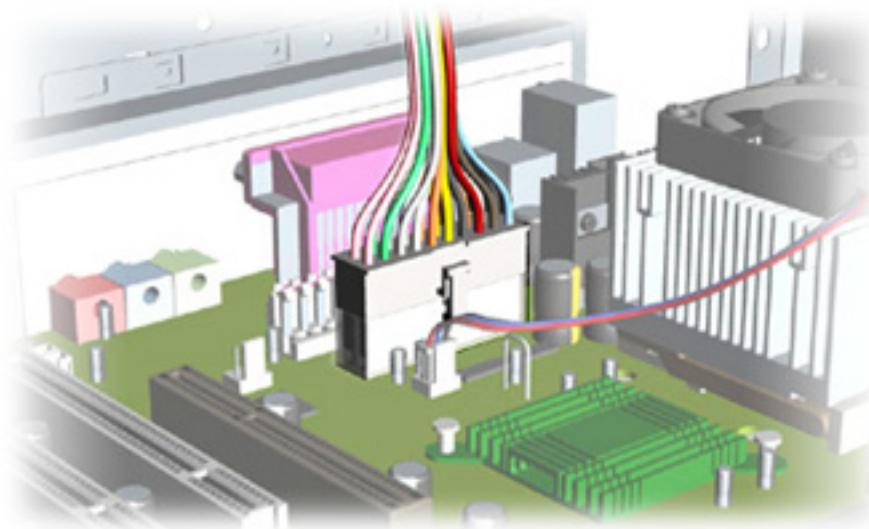
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(Lower Front Panel -
Open the CD Storage
Door)

[OPTICAL AND MASS
STORAGE DEVICES
\(CD, CD-RW and/or](#)

Service Considerations

Cable Positions: Power Supply Assembly



This image indicates the cable routing for the Power Supply Assembly to the system board.

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DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

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COMPONENTS
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	Model	Processor	Hard Drive	CD/CD-RW/DVD	Secondary Drive	Memory
SIDE ACCESS PANEL	5WV210	Dur/650 MHz Socket	20.0	CD-RW		64 PC100up
INTERNET KEYBOARD CONTROLS	5WV230	Dur/700 MHz Socket	20.0	40x-tray		64 PC100up
REAR CPU CONNECTORS	5WV230	Dur/750 MHz Socket	20.0	40x-tray		64 PC100up
POWER CORD SET REQUIREMENTS	5WV232	Dur/700 MHz Socket	20.0	40x-tray		64 PC100up
	5WV233	Dur/700 MHz Socket	10.0	40x-tray		64 PC100up
	5WV235	Dur/700 MHz Socket	10.0	40x-tray		64 PC100up
	5WV236	Dur/700 MHz Socket	10.0	CD-RW		64 PC100up
	5WV237	Dur/700 MHz Socket	10.0	8x/10x/12x - DVD		64 PC100up
	5WV250	Dur/700 MHz Socket	10.0	8x/10x/12x - DVD		64 PC100up
	5WV251	Dur/750 MHz Socket	20.0	CD-RW		64 PC100up
	5WV252	Dur/750 MHz Socket	20.0	40x-tray	CD-RW	64 PC100up
	5WV253	Dur/700 MHz Socket	20.0	CD-RW		64 PC100up
	5WV254	Dur/700 MHz Socket	10.0	40x-tray		64 PC100up
	5WV254	Dur/700 MHz Socket	10.0	8x/10x/12x - DVD		64 PC100up

5WV254	Dur/700 MHz Socket	20.0	40x-tray		64 PC100up
5WV254	Dur/700 MHz Socket	20.0	8x/10x/12x - DVD	CD-RW	64 PC100up
5WV255	Dur/750 MHz Socket	30.0	8x/10x/12x - DVD	CD-RW	64 PC100up
5WV256	Dur/700 MHz Socket	20.0	8x/10x/12x - DVD		128 PC100up
5WV257	Dur/700 MHz Socket	20.0	8x/10x/12x - DVD		64 PC100up
5WV260	Dur/700 MHz Socket	20.0	40x-tray		64 PC100up
5WV260	Dur/700 MHz Socket	20.0	40x-tray	CD-RW	64 PC100up
5WV261	Dur/750 MHz Socket	30.0	40x-tray	CD-RW	64 PC100up
5WV270	Dur/750 MHz Socket	2030	40x-tray	CD-RW	64 PC100up
5WV271	Ath/900 MHz Socket	40.0	8x/10x/12x - DVD	CD-RW	64 PC100up
5WV272	Dur/750 MHz Socket	20.0	CD-RW		64 PC100up
5WV275	Dur/750 MHz Socket	20.0	8x/10x/12x - DVD	CD-RW	64 PC100up
5WV275	Ath/800 MHz Socket	40.0	40x-tray	CD-RW	128 PC100up
5WV277	Dur/750 MHz Socket	20.0	40x-tray	CD-RW	64 PC100up
5WV280	Ath/900 MHz Socket	30.0	8x/10x/12x - DVD	CD-RW	64 PC100up
5WV280	Ath/850 MHz Socket	20.0	8x/10x/12x - DVD	CD-RW	128 PC100up
5WV280	Dur/800 MHz Socket	20.0	8x/10x/12x - DVD	CD-RW	64 PC100up
5WV282	Ath/900 MHz Socket	20.0	8x/10x/12x - DVD	CD-RW	128 PC100up
5WV283	Ath/800 MHz Socket	20.0	40x-tray		64 PC100up
5WV283	Ath/1 GHz Socket	30.0	40x-tray		64 PC100up
5WV283	Ath/850 MHz Socket	30.0	40x-tray	CD-RW	64 PC100up

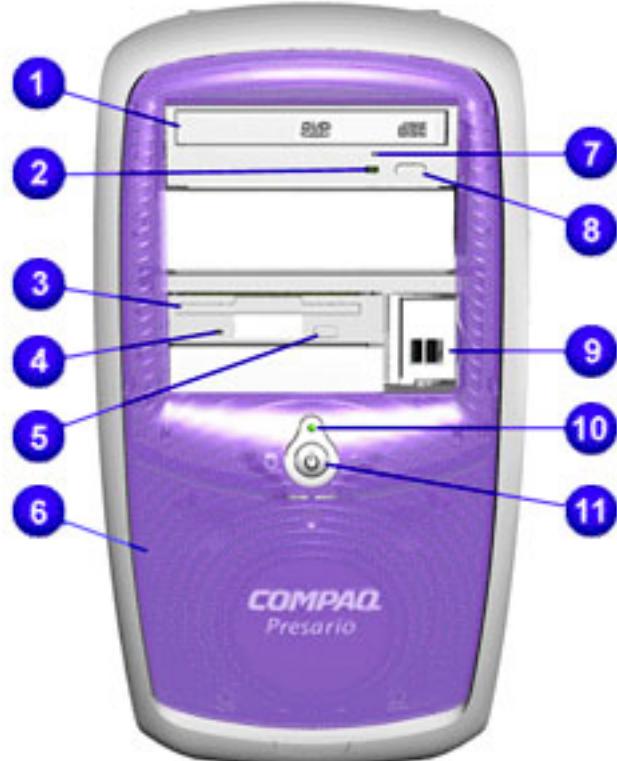
5WV284	Ath/850 MHz Socket	20.0	8x/10x/12x - DVD		64 PC100up
5WV285	Ath/900 MHz Socket	40.0	8x/10x/12x - DVD	CD-RW	128 PC100up
5WV287	Ath/900 MHz Socket	20.0	8x/10x/12x - DVD	CD-RW	128 PC100up
5WV287	Ath/900 MHz Socket	20.0	8x/10x/12x - DVD	CD-RW	64 PC100up
5WV289	Ath/900 MHz Socket	20.0	8x/10x/12x - DVD	CD-RW	128 PC100up
5WV290	Ath/1 GHz Socket	30.0	8x/10x/12x - DVD	CD-RW	128PC100 up
5WV290	Ath/1 GHz Socket	30.0	8x/10x/12x - DVD		128 PC100up
5WV293	Ath/950 MHz Socket	40.0	8x/10x/12x - DVD	CD-RW	128 PC100up
5WV294	Ath/1 GHz Socket	4030	8x/10x/12x - DVD	CD-RW	64 PC100up
5WV295	Ath/1GHz Socket	20.0	8x/10x/12x - DVD		64 PC100up
5WV295	Ath/1 GHz Socket	30.0	8x/10x/12x - DVD	CD-RW	64 PC100up
5WV295	Ath/1 GHz Socket	60.0	8x/10x/12x - DVD	CD-RW	64 PC100up
5WV296	Ath/850 MHz Socket	20.0	40x-tray	CD-RW	128 PC100up
5WV296	Ath/1 GHz Socket	30.0	8x/10x/12x - DVD	CD-RW	128 PC100up
5WV297	Ath/950 MHz Socket	40.0	8x/10x/12x - DVD	CD-RW	128 PC100up
5WV297	Ath/1 GHz Socket	30.0 7200RPM	8x/10x/12x - DVD	CD-RW	128 PC100up

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CPU Controls and Lights



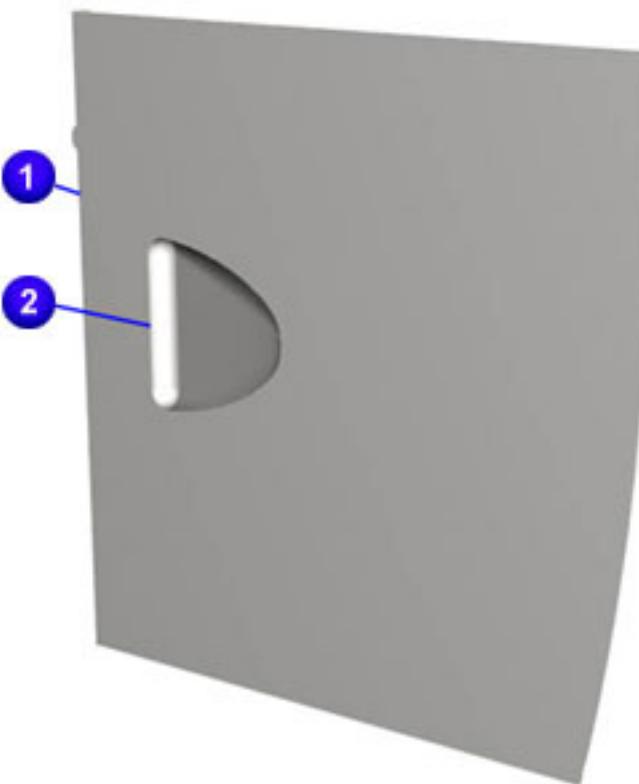
1. CD-ROM, CD-RW, or DVD tray (DVD drive available on selected models)
2. CD-ROM, CD-RW, or DVD Activity Light
3. Disk Drive Slot
4. Disk Drive Activity Light
5. Disk Drive Eject Button
6. Hard Drive Activity Light
7. CD Storage Tray
8. CD-ROM, CD-RW, or DVD Manual Eject Hole
9. CD-ROM, CD-RW, or DVD Manual Eject Button
10. Dual USB Connectors
11. Power On Light
12. Power On Button

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Side Access Panel

[CPU CONTROLS AND LIGHTS](#)[SIDE ACCESS PANEL](#)[INTERNET KEYBOARD CONTROLS](#)

1. Side Access Panel
2. Side Access Panel Handle

[REAR CPU CONNECTORS](#)[POWER CORD SET REQUIREMENTS](#)

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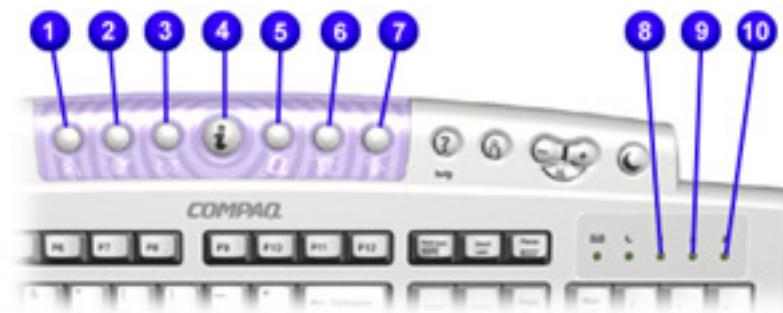
Internet Keyboard Controls

CD/DVD Control Button Suite



1. CD/ DVD Play/ Pause
2. CD/ DVD Previous Track
3. CD/ DVD Next Track
4. CD/ DVD Stop
5. CD/ DVD Load/ Eject
6. Volume Down Button
7. Mute Button
8. Volume Up Button
9. Sleep Button
10. Programmable

Internet Button Suite

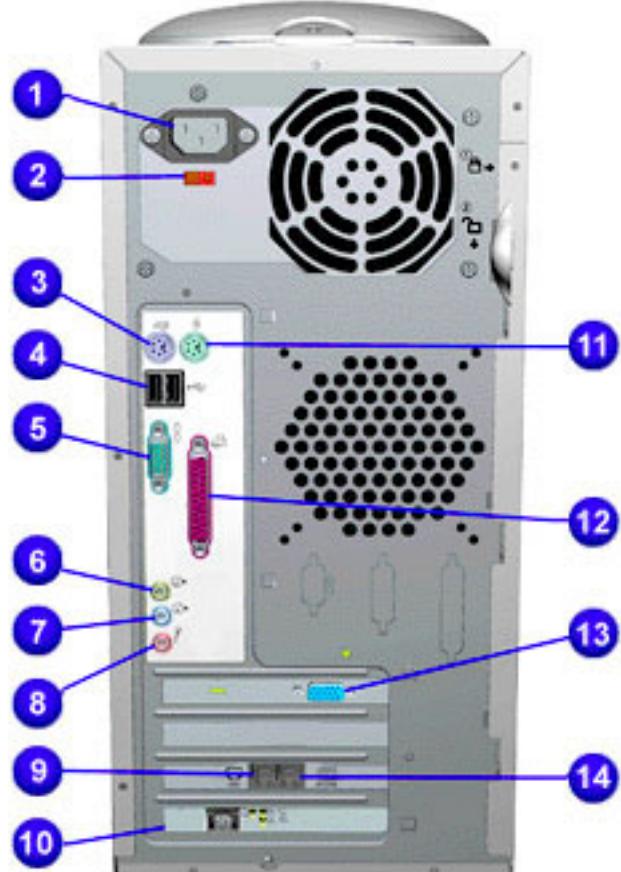


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Rear CPU Connectors

[CPU CONTROLS AND LIGHTS](#)[SIDE ACCESS PANEL](#)[INTERNET KEYBOARD
CONTROLS](#)[REAR CPU CONNECTORS](#)[POWER CORD SET
REQUIREMENTS](#)

1. AC Power Connector
2. Voltage Select Switch
3. PS2 Port for Keyboard
4. USB Port for connecting an Internet Keyboard or other USB devices
5. Serial Port for connecting a serial peripheral device
6. Audio Out
7. Audio In
8. Microphone
9. Modem (from phone line)
10. Network Interface Card (NIC)
11. PS2 Port for Mouse
12. Parallel Port (Printer)
13. Video Port (Monitor)
14. Modem (out to phone)

IMPORTANT: Connectors may vary depending on the model selected

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Power Cord Set Requirements

Requirements:

The power cord set (flexible cord and wall plug) received with the computer meets the requirements for use in the country where the computer was purchased.

Power cord sets for use in other countries must meet the requirements of the country where you use the computer. For more information on power cord set requirements, contact your Compaq authorized dealer, reseller, or service provider.

General Requirements:

The requirements listed below are applicable to all countries:

1. The length of the power cord set must be at least 6.00 feet (1.8 m) and a maximum of 9.75 feet (3.0 m).
2. All power cord sets must be approved by an acceptable accredited agency responsible for evaluation in the country where the power cord set will be used.
3. The power cord set must have a minimum current capacity of 10A and a nominal voltage rating of 125 or 250 Volts AC, as required by each country's power system.
4. The appliance coupler must meet the mechanical configuration of an EN 60 320.IEC 320 Standard Sheet C13 connector, for mating with appliance inlet on the Switch Box.

Country-Specific Requirements:

Country	Accredited Agency
United States	UL*
US/Canada	UL and CSA

* The flexible cord must be Type SJT-2 or equivalent, No. 18 AWG, 3-conductor. The wall plug must be a two-pole grounding type with the NEMA 5-15P (15A, 125V) or NEMA 6-15P (15A, 250V) configuration.



NOTICE

The information in this guide is subject to change without notice.

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Online Maintenance and Service Guide

Compaq Presario 5000 Series Personal Computers

October 2000

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PREFACE

This Maintenance and Service Guide is a troubleshooting guide that can be used for reference when servicing the Compaq Presario Series Personal Computers.

Compaq Computer Corporation reserves the right to make changes to the Compaq Presario 5400 Series Personal Computers without notice.

Symbols

The following words and symbols mark special messages throughout this guide.

 WARNING	Text set off in this manner indicates that failure to follow directions in the warning could result in bodily harm or loss of life.
 CAUTION	Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of data.
IMPORTANT	Text set off in this manner presents clarifying information or specific instructions.
NOTE	Text set off in this manner presents commentary, sidelights, or interesting points of information.

Technician Notes



WARNING: Only authorized technicians trained by Compaq should repair this equipment. All troubleshooting and repair procedures are detailed to allow only subassembly/module level repair. Because of the complexity of the individual boards and subassemblies, the user should not attempt to make repairs at the component level or to make modifications to any printed circuit board. Improper repairs can create a safety hazard. Any indications of component replacement or printed circuit board modifications may void any warranty.

Locating Additional Information

The following documentation is available to support this product:

- Compaq Presario documentation set
- Introducing Windows 98 Guide
- Service Training Guides
- Compaq Service Advisories and Bulletins
- Compaq QuickFind
- Compaq Service Quick Reference Guide
- Compaq Help Center

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